

**BEFORE THE FORUM FOR REDRESSAL OF CONSUMER  
GRIEVANCES OF SOUTHERN POWER DISTRIBUTION COMPANY OF  
A.P LIMITED TIRUPATI**

**This the 29<sup>th</sup> day of October 2012**

**C.G.No:197/2012-13/ Tirupati Circle**

*Present*

*Sri K. Paul  
Sri A.Venugopal  
Sri T.Rajeswara Rao  
Sri K. Rajendra Reddy*

*Chairperson  
Member ( Accounts )  
Member ( Legal )  
Member ( Consumer Affairs )*

*Between*

Sri. K.Chakravarthy  
C/o K.Ramakrishna  
M/s Venkatalakshmi Industries  
Industrial Estate,  
Venkataramana Colony Post  
Renigunta Mandal., Tirupati  
Chittoor-Dist

Complainants

*and*

1. Assistant Accounts Officer/ERO/Town-2/Tirupati
2. Assistant Engineer/Operation/Renigunta
3. Assistant Divisional Engineer/Operation/Renigunta/ Tirupati
4. Assistant Divisional Engineer/CT.Meters/ Tirupati

Respondents

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Sri. K.Chakravarthy, C/o K.Ramakrishna, M/s Venkatalakshmi Industries, Industrial Estate, Venkataramana Colony Post, Renigunta Mandal., Tirupati, Chittoor-Dist herein called the complainant, in his complaint dt:06-10-2012 filed in the Forum on dt:06-10-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is owning an industry under the title Venkatalakshmi Industries at Industrial Estate, APIIC, Renigunta Road, Tirupati and the service number of the above premises is 5535107000198.

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2. The meter of the above service was replaced with new one on 08-02-2012 with energy '0' units.
3. He received bill for the above service for an amount of Rs. 1,321/- for the month of February 2012 though he did not consume any power.
4. Requested for rectification of the bill.

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-1 i.e., the Assistant Accounts Officer/ERO/Town-2/Tirupati, in his written submission dt:15-10-2012 received in this office on dt:17-10-2012 stated that**

1. He talked to the AAE/Opn/Renigunta to inspect the premises of the service and intimate the facts to him.
2. The AAE/Opn/Renigunta on his inspection, informed that the meter was replaced with KVAH meter in the month of 01/2012 (13-01-2012) with initial reading of '0'.
3. From the month of 02/2012 the reading was taken on the basis of KVAH reading and billed as per the consumption showed in the meter.
4. On verification of the account statement of the service, it was observed that the reading has been regularly taken and billed as per the KVAH consumption utilized by the respected consumer.

**The respondents 2 and 3 i.e. the Assistant Engineer/Operation/Renigunta and the Assistant Divisional Engineer/Operation/Renigunta/ Tirupati , in their combined written submission dt:NIL received in this office on dt:18-10-2012 stated that**

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1. The SCNo: 5535107000198 of IDA, Renigunta, the meter was replaced with KVAH meter in the month of 01/2012 (13-10-2012) with initial reading of KWH & KVAH both were “0” and the final reading of the old meter was 968.
2. In the month of 02/2012 the reading was taken on the basis of KVAH reading and billed as per the consumption showed in the meter.

**The meter particulars of the service as on 13-01-2012 is submitting here with as follows:**

Old Meter Particulars (CT.Meter)

Make : ALSTARAM  
 Capacity : 50/5A  
 Sl.No : 342862  
 Final Reading : 968

New Meter particulars (CT.Meter)

Make : ULT  
 Capacity : 125/5A  
 Sl.No. : APS05945  
 Initial Reading, KWH “0”, KVAH “0”

<u>DATE</u>	<u>KWH</u>	<u>KVAH</u>	<u>KVA</u>
08.02.12	231	320	0
09.03.12	694	784	5.1
12.04.12	1331	1658	3.8
11.05.12	1828	2314	5.4
09.06.12	2040	2884	2.1
07.07.12	2138	3140	1.8
12.08.12	2244	3273	0.4
08.09.12	2310	3365	0.6
10.10.12	2468	3547	0.9

3. Requested for dismissal of the case duly passing strictures as the complaint and the averments are baseless.

**Findings of the Forum:**

1. The grievance of the complainant is that, he received bill for energy charges though he did not consume any power after replacement of the energy meter.

2. The grievance of the complainant is resolution of consumer bills which in accordance with the Guaranteed Standards of Performance, shall be rectified within 7 working days from the date of the complaint where there is a requirement of additional information.
3. Here in this case the complaint was made in the Forum on 06-10-2012 and the notices were received and acknowledged by the respondents on 12-10-2012 and replied on 15-10-2012 i.e. within 3 days of noticing the complaint.
4. The respondent-1 i.e. the AAO/ERO/Town-2/Tirupati reported that, he was informed by the AAE/Opn/Renigunta that the meter of the service was replaced on 13-01-2012 with a meter having KVAH parameter and the initial readings were “0” at the time of replacement.
5. From 02/2012 onwards the service was billed based on the KVAH and as could be seen from the reading pattern there was a consumption of 320 for KVAH and 231 for KW based on which the disputed bill was issued for the said amount of RS. 1,321/-.
6. As such the bill issued by the respondents to that effect is in order and the only point of consideration is ensuring the healthiness and accuracy of the newly fixed meter.
7. It is also a possible point of consideration that the energy meter records energy if the capacitor is directly connected to the LT.Bus in which case though there is no physical usage by the consumer for the motive power or some lightings loads.

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8. The consumer may disconnect the capacitor along with the loads for 48 hrs duly taking the readings before and after and observed whether there is any progressive reading registered by the meter even in the case of isolation of the meter from the load side.
9. If the consumer still challenges the performance of the meter, he may opt for testing of the meter in his presence with the consumer loads for its accuracy duly paying the necessary charges of RS. 2,000/- towards the testing by approaching the respondent-2 i.e. AE/Opn/Renigunta, if he prefers for.
10. The respondents may guide the consumer suitably for making the payments towards the said testing.

In view of the above, the Forum passed the following order.

### **ORDER**

The complainant is advised that he may pay Rs. 2000/- within 15 days from the date of this order with due consultation with the respondent-1 i.e. the AE/Opn/Renigunta in the form of DD to the appropriate address given by the later, if he prefers for testing of the meter for its accuracy.

The respondents are directed that they shall arrange for testing of the meter within 7 days on receiving the said payment of RS. 2,000/- towards the challenge test with due intimation of the date of testing to the complainant on the date of payment itself and arrange for rectification of the bills within further 7 days, if necessary.

Accordingly the case is disallowed and disposed off.

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If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 29<sup>th</sup> day of October 2012.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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