

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

This the 29th day of October 2012

C.G.No:202/2012-13/Guntur 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. A.Anjireddy
C/o Lakshmareddy
Ambapuram
Gurajala Post & Mandal
Guntur-Dist.

Complainants

And

1. Assistant Engineer/Operation/Gurazala
2. Assistant Divisional Engineer/Operation/Gurazala
3. Divisional Engineer/Operation/Macherla

Respondents

Sri. A.Anjireddy, C/o Lakshmareddy resident of Ambapuram, Gurajala Post & Mandal, Guntur-Dist. herein called the complainant, in his complaint dt:08-10-2012 filed in the Forum on dt:08-10-2012 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 having one domestic service with SCNo: 34 at Ambapuram village of Gurajala Mandal in Guntur-Dist.
2. The meter of the above service recorded high consumption and bill was issued for Rs 7,969/- after two months of its installation and the reading was shown as 1558.

3. Requested for replacement of the meter.

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

The respondent-2 i.e. the Assistant Engineer/Operation/Gurajala, in his written submission dt:18-10-2012 received in this office on dt:20-10-2012 stated that:

1. Since the complainant suspecting the performance of the meter with dial jump the meter is referred for challenge test at MRT.

Findings of the Forum:

1. The grievance of the complainant is that the meter of his service recorded high consumption resulting in huge bill because of the meter fault of dial jump.
2. The grievance being metering complaint and the said service is in rural area, shall be resolved within 30 days from the date of the complaint in accordance with the Guaranteed Standards of the Performance.
3. Here in this case the complaint was made on 08-10-2012 and hence is to be resolved not later by 07-11-2012.
4. The respondents not agreeing with the argument of the complainant that the meter dial is jump, and as challenged by the complainant had been referred for testing of the meter at MRT lab Guntur for its performance.
5. As could be seen from the reading pattern of the service the meter of the service was earlier replaced in 3/2011 during which month the consumption was also high (185 units) i.e. three times when compared to the previous months and after two months of its replacement the consumption with the new meter was 424 in the month of 7/2011 which

indicates that the average monthly consumption of the service is about 105 units per month.

6. It is also observed that the complainant is having the attitude of complaining on the meter performance and getting it replaced when ever there is a high consumption when compared to the previous months.
7. As such Forum feels that the contention of the respondents that the meter is to be tested at MRT under challenge is in order and the complainant is liable to pay the necessary charges of Rs 100/- in the form of DD towards testing of the meter duly contacting the respondents , if he prefers for and shall made himself available inperson or may depute his authorized representative in writing at the test bench, at the place, on the date and the time as intimated by the respondents well in advance of not less than 15 days.
8. Depending upon the test results of the meter the revision of bill is to be done by the respondents if necessary.

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

ORDER

The complainant is advised that he may pay the amount of Rs 100/- in the form of DD and in the name of the address given by the respondents with due consultation for arranging the challenge test by the respondents, if he prefers for or otherwise shall pay the entire amount of CC.Charges as claimed by the respondents.

