

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

This the 2nd day of November 2012

C.G.No:207/2012-13/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. Venkateswara Reddy
C/o China Papi Reddy
J.M.Puram Village & Post
Gurajala Mandalam
Guntur-Dist-522415.

Complainants

And

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

Respondents

Sri. Venkateswara Reddy, C/o China Papi Reddy residents of J.M.Puram Village & Post, Gurajala Mandalam, Guntur-Dist-522415. herein called the complainants, 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 have stated that

1. He is incharge of TTD Kalyanamandapam at J.M.Puram of Gurajala Mandal in Guntur-Dist.
2. The above premises is having electrical connection with SCNo: 1037.

3. The CC.bills for the above service are issued by the department on high side disproportionate to the usage and when the meter was stopped functioning.

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

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

1. The CC.bills issued as per the consumption of service No:1037 J.M.Puram for 06/2011 consumption units 287, 07/2011 consumption 123, 08/2011 consumption units 408, then meter stuck up period average 273 units 3 months consumption units General Terms & Conditions 06/2011 to 08/2011 period average taken $818/3 = 273$ units.
2. After that the consumer representing there is no booking mandapam requesting for revision of CC.Bills 11/2011 to 06/2012.
3. By comparing the consumption pattern before and after meter change the average will be recommended after meter change period of the 07/2012 units 34, 08/2012 units 109, 09/2012 units 92.
4. Then after meter change 2 month consumption units $201/2 = 101$ units recommended per month. Then RJ also effected vide RjNo. 08/10-2012.

Findings of the Forum:

1. The grievance of the complainant is that the CC.bills are received to his service on high side disproportion to the usage during the period of meter defect.

2. The grievance being consumer bills problem is to be resolved within 7 working days from date of the complaint in accordance with Guaranteed Standards of Performance.
3. Here in this case the complaint was made on 08-10-2012 and hence is to be resolved by 17-10-2012.
4. The respondents reported that average units of 273 arrived from the consumption of 06/2011 to 08/2011 of the service was billed for the service during the period of stuck up i.e. from 11/2011 to 06/2012.
5. The complainant claimed that there was no booking to their Mandapam during the said period meter defective and requested for revision of the bills.
6. The respondents recommended subsequently on the complaint from the consumer to bill at 101 units per month based on the consumption recorded from 07/2012 to 09/2012 after the change of the meter and the bills were revised for the period of dispute accordingly through RJNo:08/10-2012.
7. The revision of bill proposed by the respondents considering the period after replacement of the meter is nowhere specified in the GTCS and more over the period during which the meter was stuck up i.e. 11/2011 to 06/2012 for a period of 7 months out of which 3 months being summer and peak season performing marriages and hence the contention of the complainant that there was no bookings during the said period appears to be far from the truth, but however for the reason the respondents accepted the complainants contention is accepted.

8. The meter of a commercial service was left un attended under defective condition for a long period of 7 months is against the General Terms and Conditions of Supply.

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

ORDER

The respondents are directed that they shall replace any defective meter in-future in accordance with the Guaranteed Standards of Performance.

Accordingly the case is allowed and disposed off.

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

Signed on this the 2nd day of November 2012.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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Forwarded by Orders

Secretary to the Forum

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