

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

This the 23rd day of November 2012

C.G.No:223/2012-13/Ongole 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.U.Ramanja Rao
C/o Venkatasubbaiah
Vetapalem Village, Post & Mandal
Prakasam-Dist-523187

Complainant

And

1. Junior Accounts Officer/Sub-ERO/Vetapalem
2. Assistant Engineer/Operation/Town/Vetapalem
3. Assistant Divisional Engineer/Operation/Vetapalem
4. Divisional Engineer/Operation/Chirala

Respondents

Sri.U.Ramanja Rao, C/o Venkatasubbaiah Resident of Vetapalem Village, Post & Mandal, Prakasam-Dist-523187 herein called the complainant, in his complaint dt:16-10-2012 filed in the Forum on dt:16-10-2012 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 an electrical consumer with SCNo: 11953 at Vetapalem Village and mandal of Prakasam-Dist.
2. The CC.bills are received by him on high side for the past two months and in the month of 10/2012 the bill was for Rs. 761/- which is high compared to his loads.
3. Requested to check up the meter and revise the bills.

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

The respondent-1 i.e. the Assistant Divisional Engineer/Operation/Vetapalem in his written submission dt:10-11-2012 received in this office on dt:16-11-2012 stated that:

1. The section officer reported that the meter reader wrongly recorded for the period from 09/2012 to 10/2012 and the bill was issued as Rs 433/- for 09/2012 and Rs. 761/- for 10/2012.
2. Based on the field report the bill was revised and withdrawn an amount of Rs 33/- through RJNo:3/10-12 after which the consumer has to pay Rs. 727/-.

Findings of the Forum:

1. The grievance of the complainant is that he received CC.bills on high side for the month of 10/2012 for an amount of Rs.761/- and requested for rectification of the bill.
2. In accordance with the Guaranteed Standards of Performance, bill revision is to be done within 7 working days from the date of the complaint where there is requirement of additional information.
3. Herein this case the complaint was made on 16-10-2012 and hence is to be rectified by 29-10-2012.
4. The respondents reported that the meter reader recorded wrong readings for the period from 9/2012 to 10/2012 and the amount of bill were Rs.433/- and Rs.761/- respectively and revised through RJ and withdrawn an amount of Rs. 33/- and the consumer has to pay balance of Rs 727/-.

5. The respondents duly accepting that the readings are not taken properly for the said service revised the bill duly apportioning the consumption.
6. On verification of the Check readings taken on 15-10-2012 (04010) and 16-10-2012 (04019) there was a consumption of 9 units per day which appears to be high as per the loads of total 635 watts mentioned by the complainant on the day of a complaint in adalath, but the contracted load is 1KW.
7. As seen from the bill dated 08-11-12 for the service the consumption was 212 units and the bill amount was Rs.727.77 which is also high when compared to the early consumption.
8. As such it is felt that there is a necessity of testing the meter for its healthiness at MRT lab duly collecting Rs.100/- from the complainant towards the said testing.

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

ORDER

The complainant is advised to pay the necessary charges of Rs.100/- towards testing of the meter in due consultation with the respondent-2 i.e. AE/Opn/Town/Vetapalem, if he is not satisfied with the bill revision and still doubting about the performance of the meter.

The respondents shall accept the payment of Rs 100/- towards challenge test for the said single phase meter and arrange for early testing of the meter in the presence of the consumer if he prefers for and revise the bills according to the test results if necessary.

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 23rd day of November 2012.

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

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.