

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

**This the 7<sup>th</sup> day of November 2012**

**C.G.No:227/2012-13/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. K.Kondaiah  
C/o K.Chinna Kondaiah  
B-1, JK Paradise,  
Kothapeta Village & Post  
Prakasam-Dist-523155

Complainant

*And*

1. Assistant Engineer/Operation/Vetapalem  
2. Assistant Divisional Engineer/Operation/Vetapalem  
3. Divisional Engineer/Operation/Chirala

Respondents

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Sri. K.Kondaiah, C/o K.Chinna Kondaiah resident of B-1, JK Paradise, Kothapeta Village & Post Prakasam-Dist-523155 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 has stated that

1. He is an electrical consumer with SCNo: 4455202004255 at Kothapeta of Vetapelam mandal in Prakasam-Dist.
2. He received bill on high side for the above service and requested for its rectification.

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

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Vetapalem in his written submission dt:10-11-2012 and a copy marked to the complainant, received in this office on dt:16-11-2012 stated that:**

1. The meter of the SCNo: 4255 of Kothapeta was sent to AE/LT-Meters for testing on 08-11-2012.
2. But the consumer did not attend for testing in-spite of intimation.
3. The AE/LT.Meters refused for testing of the meter without the original consumer's presence.

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Vetapalem in his further written submission dt:30-11-2012 and a copy marked to the complainant, received in this office on dt:05-12-2012 stated that:**

1. The meter of the SCNo: 4255 of Kothapeta was tested by the AE/LT.Meters and found that the meter was defective and recommended to ERO/Vetapalem for revision of the bill.
2. The bill was revised vide RJNo: 45/11-12 and an amount of Rs.4622/- was withdrawn leaving the balance amount of Rs.959/- which is to be paid by the complainant.

**Findings of the Forum:**

1. The grievance of the complainant is that he received bill on high side for his service number 4455202004255 and requested for its rectification.
2. In accordance with the Guaranteed Standards of the Performance, normally the bill revisions shall be resolved within 7 working days from the date of the complaint, but here in this case the respondents are satisfied with the functioning of the meter and felt that the meter reading is correct

and hence preferred for testing of the meter at MRT lab in the presence of the consumer for its healthiness.

3. As could be seen from the account copy of the service, it is a 3 phase service with a contracted load of 3 KW, but the consumption prior to 10/2012 was around 150 units per month excepting in the months of 06/2012 and 10/2012 where the consumption was high.
4. The respondents reported that the consumer did not attend for testing of the meter at MRT lab.
5. On contacting the complainant on 19-11-2012 by the Chairperson, Forum reported that the meter was tested on 15-11-2012 and was declared faulty.
6. Again the respondent-2 was contacted by the Chairperson, CGRF on the same day who inturn reported that the meter that it is true that the meter was tested in the presence of the complainant at the MRT lab on collecting an amount of RS 300/- towards testing through DD No: 232556 dt: 23-10-2012 and the test results revealed that the meter was recording consumption with an error of 100% as it recorded 2 KWH for 1KWH in the RSS meter and hence is defective.
7. Based on the test results above and upon the recommendations of the respondent-1 i.e. the Assistant Engineer/Operation/Vetapalem/Rural, and the AAO/ERO/Chirala revised the bills and an amount of Rs.4,622/- was withdrawn from the complainants service account and the complainant has to pay the balance amount of Rs.959.49
8. As such the complainant has to pay the balance amount of Rs.959.49 and thus the grievance is resolved.

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

**ORDER**

The complainant is directed that he shall pay the balance amount of Rs.959.49 and any other charges related to current month demand without any further dispute to avoid disconnection of his service.

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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 7<sup>th</sup> day of December 2012.

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
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**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.