

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

**This the 17<sup>th</sup> day of January 2013**

**C.G.No:253/2012-13/Nellore Circle**

***Present***

***Sri K. Paul***  
***Sri A.Venugopal***  
***Sri T.Rajeswara Rao***  
***(Vacant)***

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

***Between***

Sri Daya Prasad Naidu  
Vengamambapuram Village & Post,  
Balayapalli Mandal,  
Nellore-Dist-524404.

Complainant

***And***

1. Assistant Engineer/Operation/Balayapalli
2. Assistant Divisional Engineer/Operation/Venkatagiri
3. Divisional Engineer/Operation/Naidupeta

Respondents

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Sri Daya Prasad Naidu resident of Vengamambapuram Village & Post, Balayapalli Mandal, Nellore-Dist-524404 herein called the complainant, in his complaint dt:01-12-2012 filed in the Forum on dt:01-12-2012 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 resident of Vengamambapuram Village of Balayapalli Mandal in Nellore-Dist.
2. He is owner of the Domestic service number 244 at Vengamambapuram.

3. He is paying the CC.Charges regularly, but in the month of October, the units are raised all of a sudden to 540, received the bill on high side for Rs.2190/-.
4. Requested to rectify the meter and do justice.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Balayapalli in his written submission dt:02-01-2013 received in this office on dt:10-01-2013 stated that:**

1. The bill was rectified through RJNo: 11/1-2013.

**Findings of the Forum:**

1. The grievance of the complainant is that he received C.C.bill for his service on high side for the month of October 2012 abnormally for RS.2190/- for consumption of 540 units and requested for replacement of the meter.
2. The grievance of the complainant being meter problem shall be resolved with in 30 days from the date of the complaint.
3. The respondents rectified the complainants bill through RJNo: 11/1-2013 treating that the consumption is accumulated.
4. As could be seen from the account copy of the service, the meter of the service was replaced in the month of March 2012 for the reason it was stuck up.
5. After replacement of the meter the new meter recorded 146 units in the first month itself and later on there was a fall in consumption upto 09/2012 and the total consumption accumulated was billed in the month of 10/2012.

6. As such the action of the respondents in revising the bill duly apportioning the consumption over the period is in order and hence there is no need for replacement of the meter.
7. However if the complainant still not satisfy with the performance of the meter have to pay an amount of Rs.100/- towards testing of the meter in his presence at MRT lab based on which results the performance of the meter can be adjudged and replaced if necessary.

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

**ORDER**

The complainant is advised that he can get the meter tested at MRT lab Nellore by paying Rs.100/- towards testing fees under the clause of challenge and his request for replacement of the meter depends on the test results.

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 the 17<sup>th</sup> day of January 2013

Sd/-  
**Member (Legal)**

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.