

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

This the 30th day of January 2013

C.G.No:263/2012-13/Vijayawada Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Vacant

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

Between

Sri N.Venkateswara Rao
DNo:2-6., Tukkuluru Village & Post
Nuzivid Mandal,
Krishna-Dist-521201

Complainant

And

1. Assistant Accounts Officer/ERO/Nuzivid
2. Assistant Engineer/Operation/Meerjapuram
3. Assistant Divisional Engineer/Operation/Nuziveedu
4. Senior Accounts Officer/Operation/Vijayawada
5. Assistant Divisional Engineer/LT.Meters/Gunadala/Vijayawada

Respondents

Sri N.Venkateswara Rao, resident, DNo:2-6., Tukkuluru Village & Post, Nuzivid Mandal, Krishna-Dist-521201 herein called the complainant, in his complaint dt:10-12-2012 filed in the Forum on dt:10-12-2012 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 a domestic consumer with SCNo: 682 at Tukkuluru village of Nuzivid mandal in Krishna-Dist.
2. The energy meter of his above service is recording erroneously by moving fast or slow.
3. He represented the matter to the local electricity officials several times but they did not rectify.

4. His service was appeared in D-list as informed by the ALM on 14-11-2012 for an amount of Rs.5768/- was pending as arrears against his service. On 15-11-2012 he paid an amount of Rs.3000/- being half of the said amount under the assurance that the meter of his service will be replaced after making the payment.
5. As a result of his frequent representations in past two months, his service was inspected on 17-12-2011 and an assessment notice was issued to him.
6. Accordingly on 03-01-2012 he paid the amount in the form of DDs.
7. But the said additional load is not made to appear in the CC.bill even after a lapse of 10 months and finally he got it in the bill dt: 06-12-2012.
8. Requested to replace the service meter and payback any excess amount out of the Rs.3000/- paid by him.

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

The respondents-1 i.e. the Assistant Accounts Officer/ERO/ Nuzivid in his written submission dt:05-01-2013 received in this office on dt:10-01-2013 stated that:

1. The SCNo: 682 of Tukkuluru distribution, Meerjapuram section and as per consumer representation, he was paid Rs.3000/- on dt:15-11-2012 vide PRNo: 416844 and load also enhanced from 260w to 1260w as per electricity revenue office records.
2. The AE/Opn/Meerjapuram is informed the consumer paid challenging fees for testing the meter.
3. The testing report is not yet received. Whenever the test report received the letter will be processed for adjusting the bill.

The respondents-5 i.e. the Assistant Divisional Engineer/LT.Meters/ Gunadala/Vijayawada in his written submission dt:22-01-2013 received in this office on dt:29-01-2013 stated that:

1. The meter No:18535114 (1-Ph HPL – (D) 5-20A pertaining to the service No:661132300682 was specially tested in the LT meters Gunadala on 26-12-2012.
2. In the presence of consumer/department person and the test results are hereunder furnished for taking further necessary action in the matter.

SL	KWH	MD/KW	Date
1.	36.3	5.6	01-11-2012
2.	635.2	71.4	23-10-2012
3.	371.8	73.8	02-09-2012
4.	713.0	75.2	16-08-2012
5.	36.9	55.4	31-07-2012
6.	20.5	1.0	21-06-2012

3. As the meter is presently functioning correctly. When compared to electronic reference standard meter.
4. While retrieving the data recorded by the meter, the MD recorded during previous months was abnormal. Hence the CC.bill can be revised, as per the rules and conditions in the field.

Findings of the Forum:

1. The grievance of the complainant is that he received bill on high side for his domestic service and he, suspecting the performance of the meter represented the matter to the concerned local officials, but they did not take any action. Requested for rectification of the bill duly replacing the meter and pay back the balance amounts from the bulk payment of Rs.3000/- paid by him.
2. The grievance being metering complaint shall be resolved within 30 days from the date of its notice in accordance with the Guaranteed Standards of Performance.

3. Though the complainant mentioned that he represented the respondents several times and produce copies of the said letters there is no acknowledgment from the respondents to that effect and hence is not considered.
4. As such the date of his letter i.e. 10-12-2012 is taken as the date of complaint and hence is to be resolved by 09-01-2013.
5. The other contention of the complainant is that though he paid for additional load it has taken ten months for the respondents to exhibit the change in the contracted load in accordance with his payment made towards the additional load.
6. The AAO/ERO/ Nuzivid in his reply stated that the additional load of 1000 watts on the existing 260 watts was updated in the revenue records.
7. He also reported that the section officers stated that the consumer paid the challenge fees for testing of the meter, but the test report not received by him. Soon after receipt of the report, the letter will be processed for adjusting the bill.
8. The complainant stated that his service meter was replaced and sent to MRT, Vijayawada for testing in his presence, but he did not mention about the payment towards the challenge test or the date of its replacement.
9. He also contended that he did not receive any report since 26-12-2012.
10. The respondents also did not mention any thing about the said replacement of the meter, its testing and the test results, but simply informed the complainant that the meter is in good working condition.
11. The complainant contended that he paid Rs.100/- towards the said testing under challenge in the form of DD, but he did not mention the DD number or the date.

12. Had the complainant paid the amount towards challenge test, the meter shall be tested in the presence of the consumer only, but not in his absence. But in this case it is not done so.
13. The service is being billed bi-monthly and the consumption assessed per month in accordance with the Guaranteed Standards of Performance is 116 units with the load detected at the time of inspection by the respondent-2 on 28-11-2011 and hence the bi-monthly consumption shall be 232 units where as the consumption in some months was even below 100 units and hence it gives scope for two possibilities, one is not reading the meter properly by the reader and suppressing the consumption , and the other is some fault with the meter.
14. Not satisfied with the performance of the meter, the complainant paid the necessary charges towards testing of the meter and the meter was tested at MRT lab, Gunadala on 26-12-2012 in the presence of the consumer and departmental persons and the test results revealed that the MDs recorded by the meter on 31-07-2012, 16-08-2012, 02-09-2012 and 23-10-2012 are abnormally high ranging from 55.4 to 75.2 where as the contracted load is only 1260 watts and hence it is established that the meter is faulty with erratic behavior.
15. As such there is a need of bill revision for the said service in accordance with the clause 7.5.1.4.3 of General Terms and Conditions of Supply for the defective period of the meter i.e. from 07/2012 onwards till the date of replacement of the meter and the payments already made against the said service shall be adjusted accordingly.

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

ORDER

The respondents are directed that

1. They shall revise the bills in respect of the complainants service No:682 from 07/2012 onwards till the date of replacement of the meter in accordance with clause No:7.5.1.4.3, within 15 days from the date of this order and adjust the payments already made accordingly and intimate the matter to the complainant.
2. They shall report compliance on the item-1 above of the order within 21 days from the date of this order.

The complainant is advised to pay the amounts due after the said revision of bills 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 30th 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

Filename: Order.263
Directory: E:\CGRF Cases\Cases 2012-13\Vijayawada\VJA 263
Template: C:\Documents and Settings\Administrator\Application
Data\Microsoft\Templates\Normal.dot
Title: BEFORE THE FORUM FOR REDRESSAL OF
CONSUMER GRIEVANCES OF SOUTHERN POWER DISTRIBUTION
COMPANY OF A
Subject:
Author: apspdcl
Keywords:
Comments:
Creation Date: 04/09/11 11:50:00 AM
Change Number: 6,802
Last Saved On: 01/02/13 4:00:00 PM
Last Saved By: CGRF
Total Editing Time: 3,260 Minutes
Last Printed On: 27/11/13 11:51:00 AM
As of Last Complete Printing
Number of Pages: 6
Number of Words: 1,321 (approx.)
Number of Characters: 7,535 (approx.)