

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

This the 8th day of February 2013

C.G.No:270/2012-13/Vijayawada Circle

Present

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

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

Between

Sri Burra Nageswara Rao
C/o Bhadraiah
DNo:10-254., Tiruvuru Village, Post & Mandal
Krishna-Dist-521235.

Complainant

And

- | | |
|---|-------------|
| 1. Junior Accounts Officer/Sub-ERO//Tiruvuru | Respondents |
| 2. Assistant Engineer/Operation/Town/Tiruvuru | |
| 3. Assistant Divisional Engineer/Operation/Tiruvuru | |
| 4. Divisional Engineer/Operation/Nuziveedu | |

Sri Burra Nageswara Rao, C/o Bhadraiah resident, DNo:10-254., Tiruvuru Village, Post & Mandal Krishna-Dist-521235 herein called the complainant, in his complaint dt:12-12-2012 filed in the Forum on dt:12-12-2012 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 consumer with SCNo: 6622200007979 at Tiruvuru Village and Mandal of Krishna-Dist.
2. He received bills on high side for his above service for the past three months due to abnormal reading, though the consumption in all the months is un altered.

3. Requested to rectify the bill.

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

The respondents-1 to 4 i.e. the Junior Accounts Officer/Sub-ERO/Tiruvuru the Assistant Engineer/Operation/Town/Tiruvuru, the Assistant Divisional Engineer/Operation/Tiruvuru and the Divisional Engineer/Operation/ Nuziveedu in their combined written submissions dt:17-01-2013 and 30-01-2013 received in this office on dt:23-01-2013 and 31-01-2013 stated that:

1. The consumer challenged the functioning of the meter and requested to test the meter and also paid testing fee Rs.100/- by demand draft vide No:718044 dt:17-12-2012.
2. Therefore the existing meter is replaced with another one and the replaced meter is sent to MRT lab, Gunadala for testing.
3. The meter was tested at MRT lab in the presence of the consumer and the test results revealed that the meter was recording 3 units corresponding to one unit of consumption.
4. As such the bills from October 2012 to December 2012 (till the date of replacement of the meter) and the present CB is reduced from Rs.5142/- to Rs.1098/-vide RJ.No.08-01/2013.
5. The consumer has paid the revised bill amount of Rs.1100/-vide BCRC No.63651, PR.No.479928, dt 30-01-2013.

Findings of the Forum:

1. The grievance of the complainant is that, he received bills on high side for the past 3 months though the consumption is uniform and he is suspecting the performance of the meter and requested to rectify the problem.

2. The grievance in accordance with guaranteed standards of performance being metering problem shall be resolved within 30 days in rural areas as the bills are on high side due to error in the meter.
3. The respondents duly collected the testing fees of Rs.100/- from the consumer in the form of DD and replaced the meter and sent it to the MRT lab, Gunadala on 17-12-2012 and subsequently the meter was tested at the lab wherein it was declared that the meter was recording three times the actual consumption and hence it is faulty.
4. The respondents based on the test results revised the bills of the consumer for 3 months i.e. from October 2012 to December 2012 i.e. till the date of replacement of the meter and withdrawn an amount suitably and finally the bill amount was reduced from Rs.5142/- to Rs.1098/- through RJ.
5. And the consumer duly satisfying himself with the said bill revision above paid the balance amount of rs.1100/- on 30-01-2013.
6. The complaint was made on 12-12-2012 and was rectified by 30-01-2013.
7. The respondents actually took action within 5 days of the complaint in replacing the meter, but the delay in bill revision is on account of awaiting of test results from MRT lab where the healthiness of the meter will be adjudged in the presence of the consumer.
8. As such it is felt that there is no deficiency of the service on the part of the respondents and also the consumer duly accepting the actions of the respondents paid the balance amounts and hence no compensation need to be awarded..

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

ORDER

“No Separate order need to be issued”.

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 8th day of February 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.

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