

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

This the 27th day of February 2013

C.G.No:313/2012-13/Guntur Circle

Present

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

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

Between

Sri. B.Muralikrishna
DNo:16-18-33
Burlevari Street, Old Guntur Post,
Guntur-City
Guntur-Dist-522001.

Complainant

And

1. Assistant Accounts Officer/ERO/Rurals-2/Guntur
2. Assistant Engineer/Operation/D-5/Guntur
3. Assistant Divisional Engineer/Operation/Town-4/Guntur
4. Assistant Divisional Engineer/LT.Meters/Guntur

Respondents

Sri. B.Muralikrishna resident of Burlevari Street, Old Guntur Post, DNo:16-18-33, Guntur-City, Guntur-Dist-522001 herein called the complainant, in his complaint dt:24-01-2013 filed in the Forum on dt:24-01-2013 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 a consumer of SCNo: 61192 in old Guntur, of Guntur –dist.
2. Regularly he is using electricity between 150 to 190 units per month from long time.
3. In recent bill No:82/05-01-2013 given to him was 889 units, on Saturday at 17:16 hrs that was Saturday and next working is holiday.

4. On Monday the concerned officer and was replied that the staff will visit his service, but none visited.
5. The next day he noticed the meter showing reading of 7744 at 8:00 AM, 7749 at 1:35 PM, 7750 at 3:05 PM and 7770 at 10:50PM, then he complained to the fuse of call office at RTC bus stand under acknowledgment.
6. Requested for rectification of the bills

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

The respondents-1 i.e. the Assistant Accounts Officer/ERO/Rurals-2/Guntur in his written submission dt:02-02-2013, received in this office on 05-02-2013 stated that:

1. The ScNo: 1611100061192 category-I single Phase slab service of D-5 section, Guntur has been released on 17-06-1994 in the name of Sri. B.Murali Krishna with a connected load of 0.82 KW as per consumer ledger.
2. The consumer representation for revision of bill against this service is not received. But the consumer requested data only and letter for revision of bill against this service from AE/O/D-5/Guntur is not received. But AE referred the meter to MRT lab. It is observed that the consumer was paid the CC.bills every month upto 12/2012 as per records.
3. In the month of 01/2013 CC.bill of this service No:1611100061192 was issued to the consumer with consumption of 889 units for an amount of Rs.5824/-. After receipt of this notice from the Honourable Chairperson/CGRF/APSPDCL/Tirupati the grievance of the consumer of this service was intimated to the AE/O/D5/Guntur for revision of the

CC.bill and to solve the consumer grievance vide Ref:AAO/ERO/R2/GNT/JAO/DNO:935/13, DT:28-01-2013.

4. As per the information of AE/O/D5/Guntur the consumer of this service representation submitted to the AE/O/D5/Guntur against the abnormal consumption. Due to this reason, the AE/O/D5/Guntur has changed the meter on 18-01-2013 with FR-8504 and referred to MRT lab for testing. After getting the results of the MRT report, revision of letter to be submitted to this office for solve the consumer grievance vide Ref::AE/O/D5/GNT/Dno:90/13, dt:01-02-2013.
5. Further it is to submit that, after receiving the results of MRT lab in respect of this service, the grievance of consumer will be solved immediately.

The respondents-1 i.e. the Assistant Accounts Officer/ERO/Rurals-2/Guntur in his further written submission dt:21-02-2013, received in this office on 23-02-2013 stated that:

1. The Sc.No: 1611100061192 category-I single Phase slab service of D-5 section, Guntur has been released on 17-06-1994 in the name of Sri. B.Murali Krishna with a connected load of 0.82 KW as per consumer ledger.
2. In the month of 01/2013, the CC.bill of this service No: 1611100061192 was issued to the consumer with consumption of 889 units for an amount of Rs.5824/- and in the month of 02/2013, the bill issued with consumption of 402 units for an amount of Rs.2,002/-.
3. After receipt of the notice from the Honourable Chairperson/CGRF/APSPDCL/Tirupati, the grievance of the consumer of this service was intimated to the AE/Opn/D-5/Gutnur for revision of

the CC.bill and to solve the consumer Grievance vide Ref: AAO/ERO/R-2/GNT/JAO/DNo:935/12 DT:28-01-2013.

4. The AE/O/D5/Guntur has submit the letter for revision of bill along with MRT lab report in respect of this service No: 61192, category-1 of D5 section – Guntur to solve the Consumer Grievance vide Ref:AE/Opn/D5/GNT/F.NO: /Dno: 1012/13, dt: 20-02-2013 received date:20-02-2013.
5. After receipt of the letter for revision of bill, the CC. bills in respect of this service No: 61192 was revised for the month of 01/2013 and 02/2013 with average units of 152 units per month as per AE/O/D5/Guntur recommendation and amount of Rs.6455/- was withdrawn vide RJno:25/02-2013 and intimated to the consumer of this service. The consumer of this service No: 61192 was satisfied against the revision of bill and the consumer has submit the representation of satisfaction letter to this office dt: 20-02-2013 and the consumer paid the balance amount of Rs.1340 PRNo: 1015094 dt: 20-02-2013.
6. The copies of AE/Opn/D5/Guntur revision of bill letter , MRT Lab report, RJ copy and consumer's satisfaction letter along with PR payment made by the consumer for the balance amount of Rs.1340/- are herewith submitted.

Findings of the Forum:

1. The grievance of the complainants is that on 05-01-2013, he received bill on high side for his domestic service for an abnormal consumption of 889 units and suspected the functioning of the meter. Requested for rectification of the meter and the bill.

2. The respondent-1 i.e. the AAO/ERO/Rural-2/Guntur in his first reply reported that
 - a. The service was released on 17-06-1994 for a load of 0.82 KW in the name of Sri. B.Murali Krishna in single phase.
 - b. In the month of 01/2013 the bill was issued for an amount of Rs.5824/- against consumption of 889 units in respect of the service number :61192 of the complainant
 - c. The AE/Opn/D-5/Guntur replaced the meter on 18-01-2013 and sent it to MRT lab for testing and after receipt of the test results, the bills will be revised based on the test results if necessary.
3. On 18-02-2013, the meter of the complainant's service above which was referred which was testing at MRT lab, Guntur was tested at the lab in the presence of the consumer, the officers concerned and the Forum Chairperson and the Member (Legal) wherein it was noticed that the meter was giving calibration pulses abnormally beyond the scope of counting and hence declared faulty resulting in boosting up of the consumption when compared to the actuals. The Forum there itself ordered the respondents for revision of the bills in respect of the complainant's service.
4. The respondent-1 i.e. the AAO/ERO/Rural-2/Guntur in his further reply reported that :
 - a. The service was billed for 402 units in the month of 02/2013 and the amount of bill was Rs.2002/-.
 - b. The AE/O/D5/Guntur in his letter dt: 20-02-2013 recommended for bill revision of the said service duly enclosing the MRT test lab report based on which the bills for 01/2013 and 02/2013 in respect

of the service was revised with duly considering 150 units of monthly consumption on average basis and an amount of Rs. 6455/- was withdrawn through RJNo: 25/02-2013 and the same was intimated to the consumer who was satisfied with the said revision and issued a letter to that effect.

c. The consumer paid the balance amount of Rs.1340/- on 20-02-2013 against PRNo: 1015094.

5. The complainant made the complaint on the meter on 09-01-2013 in the office of the AE/Opn/D-5/Guntur under acknowledgement and the meter was replaced on 18-01-2013 for testing i.e. within 9 days of the complaint where as the stipulated time period was 22 days in accordance with the Guaranteed Standards of the performance and hence there is no deficiency of the service on the part of the respondents.

6. The bill revision was also done within two days of the testing of the meter as against the specified period of seven working days from the date of the receipt of required information in accordance with the Guaranteed Standards of Performance and hence there is no deficiency of service on the part of the respondents in this aspect also.

7. More over the complainant duly satisfying with the actions of the respondents paid the balance amounts on the same day of bill rectification and expressed his satisfaction in writing to that effect.

8. No deficiency and hence no compensation.

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 27th 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.