

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

**This is the 25<sup>th</sup> day of April 2013**

**C.G.No:343/2012-13/Ongole Circle**

***Present***

***Sri K. Paul  
Sri A.Venugopal  
Sri T.Rajeswara Rao  
Sri A.Sateesh Kumar***

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

***Between***

Sri. Putluri Kondareddy  
DNo:791/6/18, Balaji Vencher,  
Darsi Village & Mandal., Podili Road,  
Prakasam-Dist-523247

Complainant

***And***

1. Junior Accounts Officer/SUB-ERO/Darsi
2. Assistant Engineer/Operation/Darsi
3. Assistant Divisional Engineer/Operation/Darsi

Respondents

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Sri. Putluri Kondareddy, resident of DNo:791/6/18, Balaji Vencher, Darsi Village & Mandal, Podili Road, Prakasam-Dist-523247. herein called the complainant, in his complaint dt:13-02-2013 filed in the Forum on dt:13-02-2013 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 domestic consumer with SNo:8706 at Balaji Venture, Podili Road, Darsi Village and Mandal of Prakasam-Dist.
2. The meter of the above service is recording consumption on high side ranging from Rs.800/- to Rs.900/- per month and is disproportionate to their usage.

3. The matter was represented to the AE/Darsi twice and in the grievance cell also, but there is no action and response.
4. Requested for replacement of the meter.

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

**The respondent-3 i.e. the Assistant Divisional Engineer/Operation/Darsi in his written submission dt: 08-03-2013, received in this office on dt:10-04-2013 stated that:**

1. The complaint was attended on 25-02-2013 and the meter was checked and replaced on the same day.

**Findings of the Forum:**

1. The grievance of the complainant is that the meter of his domestic service is recording high consumption disproportionate to his usage and requested to replace the meter, since his requests made with the AE concerned doesn't yield any result.
2. The respondent-3 i.e. the ADE/OPn/Darsi in his reply simply stated that the complaint was attended and the meter was replaced on 25-02-2013 without assigning any reason.
3. Though the complainant mentioned that he represented the matter before the AE concerned twice before approaching the Forum, he could not produce any evidence to that effect and hence the complaint made in the Forum is treated as the first.
4. While the complaint was made on 13-02-2013 in the Forum and the replacement of the meter was done on 25-02-2013 i.e. within 10 days of noticing the complaint.
5. As could be seen from the account copy of the service the contracted load is of 1KW and the monthly consumption was about 160 units and

also the consumption recorded after replacement of the meter equals the earlier and hence it appears that the meter is functioning normally and needs no replacement.

6. However the consumer grievance though not appearing to be genuine was resolved by the respondents to satisfy the former.

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

**ORDER**

The respondents are directed that they shall adjudge the performance of the meter before its replacement and shall be done only when it is essential and after due satisfaction of themselves that the meter is not functioning.

Otherwise the meter may be tested at the lab under challenge duly collecting the necessary fees.

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 25<sup>th</sup> day of April 2013

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

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.