

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

On this the 25th day of April 2013

C.G.No: 351/2012-13/Guntur 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. Sd.Saijjam
C/o Sd Peer Ahmed
Kondamodu Village,
Piduguralla Post & Mandal,
Guntur-Dist

Complainant

And

1. Assistant Engineer/Operation/Town/Piduguralla
2. Assistant Divisional Engineer/Operation/Piduguralla
3. Divisional Engineer/Operation/Macherla

Respondents

Sri. Sd.Saijjam, C/o Sd. Peer Ahmed resident of Kondamodu Village, Piduguralla Post & Mandal, Guntur-Dist herein called the complainant, in his complaint dt:18-02-2013 filed in the Forum on dt:18-02-2013 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 owning an Industrial service with SCNo: 5660 at Kondamodu village of Piduguralla Mandal in Guntur-Dist.
2. The CC.bills for his service above were given on high side disproportionate to the usage.
3. Requested to rectify the CC.bills.

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

**The respondent-3 i.e. the Assistant Divisional Engineer/Operation/
Piduguralla in his written submissions dt: 20-02-2013 and 26-03-2013,
received in this office on 25-02-2013 and 28-03-2013 stated that:**

1. The SCNo:5660, category-III (A), M/s Surya Avanthi Industries Piduguralla Town consumer approach to this office regarding revision of CC.bill for the month of 10/2012 due to the energy meter shows excess consumption on 10/2012 after meter display failed in 01/2013 with representation vide letter Dt:31-01-2013.
2. On Verification the consumption pattern of the service the energy meter shows progressive readings from 11/2012 to 12/2012 and revision of CC.bill possible only for MS period the same was informed to the consumer by personally and letter dt:04-02-2013 also revised bill shall be completed after taking healthy meter consumption duly observing 30 days period.
3. He has taken check readings of the service on 25-03-2013 with the new meter fixed on 23-01-2013 and the initial and final readings with the new meter as on 25-03-2013 are as follows:

Sno.	Date	KWH	KVAH	KVA
1	23-01-2013	212936	213055	----
2	25-03-2013	227097	227894	52.4
Difference	61 days	14161	14839	

4. The connected load of the service at the time of inspection was 86HP + 0.46KW.

Findings of the Forum:

1. The grievance of the complainant is that he received bills on high side for his industrial service, when compared to his usage and hence requested for rectification of the bills.
2. As could be seen from the account copy of the service, the service was released for a load of 65.94 HP on 24-09-1996 with the title M/s Surya Avanthi Industries.
3. The CC Bill for the service for the month of 10/2012 was issued for 12524 units which is almost double the consumption of the earlier months.
4. The consumer on 31-01-2013, represented the ADE/Operation/ Piduguralla, the Respondent-2 in this case for revision of the bill. But the ADE in his letter dated 04-02-2013, replied that the revision is not possible as the reading in the meter is progressive from 11/2012 to 12/2012 and is possible only for the period of stuckup.
5. The meter status for the month of January 2013 was shown as 02 indicating stuck up and the meter was replaced on 23-01-2013 for the meter display failed. The new meter was installed with initial readings of 212936 for KWh and 213055 for KVAh.
6. Upon approaching the Forum by the consumer the Forum ordered the respondents to obtain the meter data as the meter display has failed as noticed by the members of the Forum on the day of complaint itself while the said meter was available with the MRT wing , Guntur of the licensee.
7. The MRT wing was ordered to obtain the MRI data of the meter in due consultation with the supplier as the facility is not available with the

former and finally the data was transmitted by the respondents to the Forum.

8. A detailed study of the MRI data of the meter revealed that the readings furnished by the respondent based on which the bills were generated differs with those of the MRI data which indicates that the readings that were adopted for billing are erroneous.
9. For the month of September 2012, the meter was not reset giving rise to an understanding that the meter was not read properly or not even.
10. The supply to the Meter failed on 30-12-2012 at about 11:00 Hrs and the final reading at the time of failure was 357158 KVAH and 338079 KWH.
11. As seen from the consumption recorded by the said old meter, the consumption in KVAh from 29-11-2012 (350209) to 29-12-2012 (356771) was 6562 KVAh units and with the new meter the consumption recorded for 61 days i.e. from the date of its installation to check reading was 14161KWH and 14839 KVAH which indicates that the monthly consumption of the service is 7298 units (KVAH).
12. Even by taking the average of the two above, the monthly consumption shall not be more than 6930 units.
13. A comparison of the readings furnished by the respondents with the MRI data is shown below.

Month and Year	KVAH				Difference
	As per reading register		As per MRI data		
	Reading	Consumption	Reading	Consumption	
07/2012	321807				
08/2012	327762	5955	327762	5955	
09/2012	333372	5610	---	---	

10/2012	345896	12524	336883	9121	9033
11/2012	354041	8145	345041	8158	9000
12/2012	353903	8959	353903	8862	
01/2013	Meter display failed average of preceding 3 months				7194

14. From the above 2 lapses of the reader were noticed out of which the first one is projecting the readings without physically reading the meter in the month of 09/2012 and the other one is for 11/2012, mistaking of digits by interchanging them in places of thousands and ten thousands lead to billing on high side.

15. As such the respondents shall have to revise the bills of the consumer for the month of 10/2012 through 01/2013 purely based on the MRI data and clause number 7.5.1.4.1 of GTCS and shall be as follows.

Sl.No	Month and Year	Units billed	Consumption at which the bills are to be revised
1.	09/2012	5610	4560 (Reading not taken for the month)
2.	10/2012	12,524	4560 (Consumption for two months is divided)
3.	11/2012	8,145	8158
4.	12/2012	8,959	8862
5.	01/2013	10793	7194 (Average of preceding 3 months as meter stuck up)
6.	02/2013	8760	Consumption with new meter

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

ORDER

The respondents are directed that they

1. Shall revise the bills of the consumer's service number 5660 for the months of October 2012 to January 2013 and the monthly consumptions shall be taken purely in accordance with the statement

mentioned at item15 of the findings above within 15 days from the date of this order

2. Shall report compliance on the item-1 above of the order within 21 days from the date of this order.

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 this the 25th 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.