

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

In C.G.No:357/2012-13/Vijayawada 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. Talasila Nageswara Rao
Journalist Visalandra
DNo: 1/568., RTC Colony,
Gudiwada Post & Mandal,
Krishna-Dist-521301

Complainant

And

1. Assistant Accounts Officer/ERO/Gudiwada
2. Assistant Engineer/Operation/D-1/Gudiwada
3. Assistant Divisional Engineer/Operation/Town/Gudiwada

Respondents

Sri. Talasila Nageswara Rao, Journalist of Visalandra resident of DNo. 1/568., RTC Colony, Gudiwada Post & Mandal, Krishna-Dist-521301 herein called the complainant, in his complaint dt:27-02-2013 filed in the Forum on dt:27-02-2013 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 tenant and residing in the house of Uppalapati Sakuntala since August 2011 and the service number is 6111200036177.
2. The CC.bill for the month of June last year was issued for Rs.4500/- instead in hundreds usual.
3. The meter complaint was not registered by the AE operation D-1

Gudiwada due to his negligence resulting in loss sustained by him.

4. He paid challenge fees for testing of the meter of the said service about 8 months, but there is no information as on the date of complaint.
5. The bill for the month of December 2012 was received by him for an amount of rs.7475/- on high side while the bills for October & November of the same year were Rs.203/- and Rs.414/-.
6. Suspecting the meter performance he approached the AE and requested for its rectification which was not responded even for one month and finally he approached the ADE and rendered a letter in writing along with the copies of the bills upon which the meter of his service was replaced with a new one.
7. While so the bill for the month of February 2013 was issued to him for Rs.438/- upon which he came to a conclusion that the earlier meter was recording the consumption 20 to 25 times of the actuals. The earlier bill amount of Rs.7475/- was shown as arrears in this bill and he was forced by the AE, Ajay Kumar and the line man Ramana to pay the above said amounts and threatening that the service will be disconnected if the said amounts are not paid.
8. Requested to direct the respondents to accept the bill amount corresponding to February 2013 only without insisting for the arrears.

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

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Town-1/ Settenapalli in his written submission dt:08-03-2013, received in this office on 12-03-2013 stated that:

1. The SCNo:36177 of D-1, Gudiwada is being billed under category-I.

The service was released on 31-01-2011 with the contracted load of 5KW with 3 phase connection. The consumer pattern of the service from the date of release of the supply.

2. The CC.bill for the month 12/2012 is billed for 1070 units and for an amount of Rs.7,428/- as demand. Then the additional Assistant Engineer/Operation, D-1, Gudiwada has recommended for revision of CC.bills for the months 10/2012 to 12/2012 by proportionate the total consumption the three months vide LrNo:AE/OP/D-1/GDV/DNo:636/12, dt:24-12-2012. Accordingly the CC.bill was revised and an amount of Rs.1,699/- has withdrawn vide RJNo:3/01-13. But the consumer has not come up for payment of the balance due.
3. The consumer has approached this office on 28-02-2013 and represented that the meter of the service was changed and referred for testing as per the orders of ADE/Opn/Town/Gudiwada. It was also requested to permit to pay the average of the previous demands subject to the result of meter test report. Then the consumer has paid an amount of rs.1,314/- on 28-02-2013.
4. Further it is to submit that there is no proposals or recommendations are received so far for further revision of the CC.bills from the section officer since the working condition of the meter as per the test report is **“No Creeping, and the meter is recording energy with in permissible limits of error, when compared to Electric Reference Standard Meter.” Hence the meter is OK.**

The respondents-2 and 3 i.e. the Assistant Engineer/Operation/D-1/Gudiwada and the Assistant Divisional Engineer/Operation/Town/

Gudiwada in their separate submissions are similar dt:08-03-2013, received in this office on 12-03-2013 stated that:

1. The SCNo:36177 of D-1, Gudiwada is being billed under category-I. The service was released on 31-01-2011 with the contracted load of 5KW with 3 phase connection. The consumer pattern of the service from the date of release of the supply.
2. The CC.bill for the month 12/2012 was issued for 1070 units and for an amount of Rs.7,428/- as demand. On 21-12-2012, Sri Talasila Nageswara Rao was given a representation to Additional Assistant Engineer/Operation, D-1, Gudiwada for revision of the CC.bill. The then additional Assistant Engineer/Operation/D1/Gudiwada has recommended for revision of CC.bills for the months 10/2012 to 12/2012 by proportionate the total consumption the three months vide LrNo:AE/OP/D-1/GDV/DNo:636/12, dt:24-12-2012. Accordingly the CC.bill was revised and an amount of Rs.1,699/- has withdrawn vide RJNo:3/01-13. But the consumer has not come up for payment of the balance due.
3. On 18-01-2013 Sri Talasila Nageswara Rao was given a representation to ADE/O/Town/GDV and stated that his ScNo:36177 meter is recording on high side and requested to arrange for special testing ADE/O/Town/Gudiwada has forwarded that representation letter to AAE/Opn/D-1/GDV. Then AAE/Opn/D-1/Gudiwada replaced that meter on 22-01-2013 and preserved old meter for arranging MRT lab testing.
4. The consumer has approached the ERO, Town/Gudiwada on 28-02-2013 and represented that the meter of the service was changed and referred for testing as per the orders of ADE/Opn/Town/Gudiwada. It was also

requested to permit to pay the average of the previous demands subject to the result of meter test report. Then the consumer has paid an amount of rs.1,314/- on 28-02-2013.

5. Further it is to submit that on 05-03-2013 AAE/Opn/D1/Gudiwada has given a letter to consumer vide LrNo:AAE/Opn/D1/GDV/F.No/ DNo.139/13 dt:05-03-2013 and requested to attend MRT lab Gunadala on 07-03-2013 for special testing of meter in your presence. But the consumer was given a consent letter and stated that arrange testing in my absence due to age problem it is not possible to attend to MRT/Gunadala/Vijayawada.
6. On 07-03-2013 ADE/LTCT Meters/Gunadala/Vijayawada was tested the meter and given a test report vide LrNo:ADE/LTCT/GDV/F.No: / D.No:277/13 dt:07-03-2013 and stated that **“No Creeping, and the meter is recording energy with in permissible limits of error, when compared to Electric Reference Standard Meter.”**
7. **Hence the meter is OK.**

Findings of the Forum:

1. The grievance of the complainant is that he is receiving bills now and then on high side when compared to the previous months. He is suspecting the performance of the meter and requested for replacement of the meter, testing of the meter and revision of bills.
2. The respondents reported that
 - i. The service was released for 5KW load with three phase supply on 31-01-2011.
 - ii. The CC.bills for 12/2012 was issued for 1070 units and for an amount of Rs.7428/-. The complainant represented the matter

for revision of bill to the AE/OPn/D-1/Gudiwada who inturn has recommended for revision of bills for the months from 10/2012 to 12/2012 duly apportioning total consumption treating that the readings are erroneous and accordingly the bill was revised and an amount of RS.1699/- was withdrawn through RJ.

- iii. Again on 18-01-2013 the complainant represented that the meter of the said service has recording high side and requested for its testing upon which the meter was replaced on 22-01-2013 and pressured for testing at MRT lab Vijayawada.
 - iv. The complainant approached the ERO, town, Gudiwada on 28-02-2013 and requested the AAO to permit him to pay the average of previous demands subject to the test results and paid an amount of Rs.1314 on the same day.
 - v. The meter was tested at MRT lab on 07-03-2013 in the absence of the consumer at her request as she is unable to move because of her age factor and given a consent letter to that effect.
 - vi. During test on 07-03-2013 at the MRT lab the test results reveled that there is no creeping and the errors are with in the permissible limits and hence the meter is declared healthy.
3. As could be seen from the account copy of the service the contracted load is 5KW, but the consumption in the months just preceding the month during which the consumption was abnormally high was in two digits i.e. 37 and 38 only, based on which it can be presumed that the meter reader put suppressed readings for the two months.
 4. The test results also reveled that the meter performance is satisfactory

with permissible limits of errors and no creeping.

5. As such the Forum is of the opinion that the problem is not with the performance of the meter, but of the reader recording fictitious readings may be under the influence of the consumer.
6. Hence the complainant is bound to pay the bills along with surcharge if any levied upon without raising any further dispute.

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

ORDER

The complainant shall pay the bills with surcharge if any levied upon without disputing further in order to avoid disconnection.

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.

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