

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

This the 23rd day of November 2012

C.G.No:230/2012-13/Ongole Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy

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

Between

Smt. V.Dhanalakshmi
C/o V.Nageswara Rao
Ramanagar Village,
Vetapalem Post & Mandal,
Prakasam-Dist-523187

Complainant

And

1. Assistant Engineer/Operation/Town/Vetapalem
2. Assistant Divisional Engineer/Operation/Vetapalem
3. Divisional Engineer/Operation/Chirala

Respondents

Smt. V.Dhanalakshmi, C/o V.Nageswara Rao resident of Ramanagar Village, Vetapalem Post & Mandal, Prakasam-Dist-523187 herein called the complainant, in her complaint dt:16-10-2012 filed in the Forum on dt:16-10-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. She is having a service bearing SCNo: 4455101003526, of Ramanagar, Vetapalem mandal in Prakasam-Dist.
2. Their monthly bills ranges from Rs.95/- to Rs.100/- every month, but in the month of October she received bill for RS 441/- which is on high side and the meter performance is suspected.
3. Requested to rectification of the bill and the meter.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Vetapalem in his written submission dt:10-11-2012 and a copy marked to the complainant, received in this office on dt:16-11-2012 stated that:

1. The premises was inspected and it was observed the following things.
 - a. The connected load was 560 watts, and the check reading was 211 on 01-11-2012, but it was observed that, the reader has not recorded reading properly in 09/2012 month, the accumulated consumption was billed on 10/2012.
 - b. So it is recommended to Sub-ERO, Vetapalem, to revise the CC.bill by taking consumption of 163 units for two months (9,10 of 2012) averagely.
 - c. They revise the CC.bill and an amount of Rs.105/- is to reduce from bill, Vide RJNo:5/12.
 - d. The same was intimated to the consumer also.

Findings of the Forum:

1. The grievance of the complainant is that the CC.bill for the month of October 2012 for her domestic service was issued on high side for Rs.441/- while her normal consumption bills ranges between Rs.95/- to Rs.100/- and she suspects the performance of the meter. Requested for revision of the bill and replacement of the meter.
2. The respondent-2 i.e. ADE/Opn/Vetapalem reported that, the service was inspected by him and found that the connected load at the time of inspection was 560 watts and the check reading as on 01-11-2012 was 211.

3. He observed that the reader has not recorded readings properly in 09/2012 and the accumulated consumption was billed in 10/2012 and hence recommended for revision of bill taking consumption 163 units for two months.
4. But as seen from the account copy of the service the meter of the service was replaced in 09/2012 for the reason not known and not even explained by the respondents, but it is understood that the consumption increased to three times the earlier consumption i.e. before replacement of the meter probably because of defect the earlier meter recorded less consumption.
5. The recommendations of the respondent-2 for revision of the bill on average basis for the months of 09/2012 and 10/2012 i.e. before and after replacement of the meter is not correct and hence the said revision is not in order.
6. The complainant may seek for testing of the meter at MRT lab under challenge by paying an amount of Rs.100/- towards the said testing and the bill revision can be done only based on the test results.
7. The complainant is liable to pay the bill amounts without any further dispute.

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

ORDER

The complainant is advised to pay the necessary charges of Rs.100/- towards testing of the meter in due consultation with the respondent-1 i.e. AE/Opn/Town/Vetapalem, if he is not satisfied with the bill revision and still doubting about the performance of the meter.

The respondents shall accept the payment of Rs 100/- towards challenge test for the said single phase meter and arrange for early testing of the meter in the presence of the consumer if she prefers for and revise the bills according to the test results if necessary.

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 23rd day of November 2012.

Sd/- Sd/- Sd/- Sd/-
Member (Legal) Member (C.A) Member (Accounts) 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.