

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

**On this the 24<sup>th</sup> day of January 2014**

**In C.G.No:151/ 2013-14/ Nellore Circle**

*Present*

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

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

**Between**

Sri G.Papaiah  
DNo:10-1-9C, Railway,  
Kavali Village, Post& mandal,  
Nellore-Dist524201

Complainant

*And*

1. Assistant Accounts Officer/ERO/Kavali
2. Assistant Engineer/Operation/Town-2/Kavali
3. Assistant Divisional Engineer/Operation/Kavali
4. Assistant Divisional Engineer/LT-Meters/Nellore
5. Divisional Engineer/Operation/Kavali
6. Senior Accounts Officer/Operation/Nellore
7. Superintending Engineer/Operation/ Nellore

Respondents

\* \* \*

Sri G.Papaiah, resident of DNo:10-1-9C, Railway road, Kavali Village, Post & mandal, Nellore-Dist524201 herein called the complainant, in his complaint dt:05-12-2013 filed in the Forum on dt:05-12-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is a domestic consumer with ScNo:36469 at Kavali of Nellore –Dist, he is paying CC.Charges every month from the beginning as per the bills received, but he received bill for an amount of Rs.12,232/- for the period January 2013 to February 2013 and the amount of bill was shown as for

1808 units usage. He never in the earlier days the reading was so high and used to get at an average of 250 to 350 units every month.

2. He paid an amount of Rs.125/- in the form of DD on 23-02-2013 obtained in the name of DE/Opn/Nellore towards testing of his meter as explained by the department people. He paid an amount of Rs.1200/- towards the bill for January 13 to February 13 and in the subsequent months he used to pay according the bills received. He met the officers many times in connection with bill for January 2013 to February 2013 and finally he given written representation to the DE/SPDCL/Kavali on 02-08-2013, but his problem is not resolved.
3. So far he did not receive any meter testing report and he was never asked to come to Nellore to witness the testing on 23-02-2013 upon paying the testing fee his service meter was replaced with a new one and after replacement of the meter he paid bills for three months in total, but in the subsequent months the AAO is raising objections.
4. He is a middle class person and is not in a position to pay such huge bills.
5. Requested to review his petition and render justice.

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

**The respondent-4 i.e. the Assistant Divisional Engineer/LT-Meters/Nellore in his written submission dt:13-12-2013, received in this office on 16-12-2013 stated that:**

1. 1 No. Single Phase Energy meter of SC No.36469 of Town-II Kavali Section (Consumer Name: Sri G. Papaiah) was received into LT Meters Lab/Nellore for testing of the meter for suspected creeping on 06.03.2013.
2. The Consumer of Sri G.Papaiah challenged the performance of meter and paid the challenging fees Rs. 100/- vide D.D.No.189012/23.02.2013. The

consumer given consent letter for testing the meter in his absence. The same was enclosed with meter change slip.

3. On receipt of meter, The consumer was contacted by the Asst. Engineer/LT Meters over phone i.e. 9948494933 for informing the testing of meter even though the consumer given the consent letter. Then the meter was tested on semi automatic test bench in the absence of consumer (as the consumer given consent letter) on 09.03.2013 and found satisfactory results.
4. The above results was informed to Asst. Engineer/Operation/Town-II/Kavali over phone on the same day for taking further action.

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Kavali in his written submission dt:16-12-2013, received in this office on 19-12-2013 stated that:**

1. The consumer of HSC No.3211400036469/Kavali Town-II. The following factual information is submitted for kind perusal please.
2. The CC charges Bill for the month 03/2013 was issued to HSC No.3211400036469 of Kavali Town-2 for Rs.12232.00 with the **IR 13727 and FR 15535 for 1808 Units.**
3. The Addl. Asst.Engineer/O/Town-2/Kavali has recommended to revise the bill vide LR.No.AAE/O/T2/KVL/ F.ERO/ D.No.574/13,Dt.16-12-13. Endorsed by ADE/OSD/Kavali/ D.No.4016/13. Dt.16-12-13 duly stating that the MRT test result report received on 14-12-2013. The condition of the meter was found satisfactory and to apportionate the consumption recorded from 10/2010 to 03/2013 for 30 months at the average of **302 units** per Month based on the consumption pattern.
4. Accordingly, the bill was revised duly proposing the withdrawal of **Rs.4,365/-**. The same was intimated to the Addl. Asst. Engineer/ Operation / Town-II for arranging the payment from the consumer.

5. As such the Consumer has paid an amount of Rs.16,021/- (Rupees Sixteen thousand and twenty one only) **Vide.PR.No.881783 Dated.16-12-2013** to the end of 11/2013 bill issued.
6. Further it is to submit that the consumer has given the consent letter to the Hon'ble Forum duly stating that the complaint made by him on 02-12-2013 was resolved. The copy of the same is here with enclosed please.
7. In view of the explained above, it is to submit that the Grievance was attended in respect of the CC bill for the month of 03/2013 of HSC No. 3211400036469 of Kavali Town-II.

**Findings of the Forum:**

1. The complainant is a domestic consumer and he received abnormal bill for the month of February 2013 for an amount of Rs.12,232/- for the consumption of units 1808 shown in the meter while his normal consumption was ranging from 250 to 350 units per month as advised by the department officials he paid an amount of Rs.125/- towards testing of the meter suspecting its performance and the meter was replaced on the same day for testing, but he did not received or he was called for the said testing and finally he approached the Forum for rendering justice and to revise the bills.
2. The grievance of the complainant is that though he paid the necessary fee towards testing of the meter of his domestic service the meter was not tested and the tested results were not communicated and he was never called for replacing the testing at Nellore. In view of his financial condition he is not in a position to pay the huge amounts of bills and hence requested for revision of bill duly examining the meter.
3. The respondent-4 i.e. the ADE/LT-Meters/Nellore in his reply stated that the meter of said complainants service was received at his lab for testing on 06-03-2013 for suspecting creeping, the complainant paid Rs.100/- through

DD on 23-02-2013 and also the consumer has given his consent through his letter for testing of the meter in his absence. On receipt of the meter the AE/LT.Meters contacted the consumer in spite of his consent letter issuance the meter was tested on semi automatic test bench in absence of the consumer on 09-03-2013 and the results are found satisfactory.

4. The respondent-1 i.e. the AAO/ERO/Kavali in his reply stated that the bill of the complainants service was revised based on the recommendations of the AE/OPn/Town-2/Kavali in his letter dt:16-12-2013 duly apportioning the consumption recorded from 10/2010 to 03/2013 for 30 months at the average of 302 units per month in view of the fact that the meter is functioning satisfactory and hence the reading is correct the only reason is accumulation of a consumption over a period. He had withdrawn an amount of Rs.4365/- and the same was informed to the AE/Opn/Concerned to facilitate the complainant pay the bills accordingly the consumer paid an amount of Rs.16021/- on 16-12-2013 duly accepting the revision and he had given a letter of satisfaction on the services rendered by the department and withdrawing his complaint.
5. Having a glance at the sequenced of events taken place the meter was replaced on 23-02-2013 where as the testing was done on 09-03-2013, but the test results were communicated to the AE concerned on 14-12-2013.
6. The meter was tested within a period of 15 days of replacement, but there is abnormal delay in communicating the test results to the section officer and the delay is 280 days which resulted in delay of bill revision lead to make the consumer approach the Forum on 05-12-2013 and the matter was settled with a period of 10 days. The consumer duly satisfying with the said bill revision had paid the total amount due on that date and given a letter expressing the same.

7. None of the respondents took initiative in resolving the problem of the complainant despite his repeated visits to their offices and finally upon approach of the consumers to the Forum and on receipt of notice.
8. As a matter of fact the defect lies with the respondents and their staff in not taking readings properly lead to accumulation of consumption over a period as accepted by the respondents and the resultant bill revision, but the respondents blaming the complainant not paid the bill on intimation that the meter condition is satisfactory will not simply suffice the fulfillment of the need of the complainant. They should have then itself took initiative to revise the bills as is done now and avoid the abnormal delay.
9. The lapses notice in this case is that the AE/Meters failed to communicate the test results to the respective section officer immediately after conduct of the test. He should cultivate to intimate the test results to the concerned section officer immediately after the process of testing here afterwards.
10. In accordance with the Guaranteed Standards of Performance bill revision is to be done within 7 working days from the date of receipt of all the required information failing which the respondents are bound to compensate the complainant @ Rs.50/- for delay of each day.
11. In this case the number of delayed in bill revision was 280 days and the net delay duly allowing the period of 7 days was 273 days and the amount of compensation payable to the complainant @ Rs.50/- per day is arrived at Rs.13,650/-.

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

**---ORDER---**

The respondents are directed that they shall

1. Remit the amount of Rs.13,650/- to the complainants service within 90 days from the date of this order.

2. Cultivate the procedural communicating the test results after any meter test conducted immediately or within a couple of days so as to resolve the problem of abnormal bills in the events of suspected meters and avoid postponement of the revenue of the licensee here afterwards.
3. Report compliance on the item-1 above within 7 days of remitting the said amount and at the maximum of 100 days

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 24<sup>th</sup> day of January 2014.

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 to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.