

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

**On this the 27<sup>th</sup> day of June 2013**

**In C.G.No:64/ 2013-14/ Guntur 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***

Smt. Avula Padmasree  
W/o Siva Rama Prasad  
Mulpuru Village & Post,  
Amarthaluru Mandal  
Guntur-Dist-522313

Complainant

***And***

1. Assistant Accounts Officer/ERO/Tenali
2. Assistant Engineer/Operation/Amathaluru
3. Assistant Divisional Engineer/Operation/Rural-2/Tenali
4. Divisional Engineer/Operation/Tenali

Respondents

\* \* \*

Smt. Avula Padmasree, W/o Siva Rama Prasad resident of Mulpuru Village & Post, Amarthaluru Mandal, Guntur-Dist-522313 herein called the complainant, in her complaint dt:16-05-2013 filed in the Forum on dt:16-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. She is an agl consumer with S.No:1213209801317 at Mulpuru village of Amruthaluru mandal in Guntur-Dist.
2. For the service above, and for the past six months the CC.Bills are received at Rs.300/- instead of Rs.60/-.

3. The above matter was taken to the notice of local line man who replied that the bills are issued like that due to the display failure in the meter and she had to contact the AE/Opn/Amruthaluru in the matter.
4. On 02-04-2013 she send a letter to the AE/Opn/Amruthaluru by registered post explaining her problem and requesting to resolve it.
5. As per the citizen charter of APSPDCL any defective meter is to be replaced with new one within 3 days, but in her case the meter was left and changed for the past 6 months and bills are issued for Rs.300/- instead of Rs.60/- per month.
6. She made phone calls both through the AE and ADE and could not get any response.
7. Requested for replacement of the meter and to adjust the bills already paid in excess.

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

**The respondent-1 Assistant Accounts Officer/ERO/Tenali in his written submission dt:05-06-2013, received in this office on 14-06-2013 stated that:**

1. Smt.Avula Padmasri, Mulpuru, consumer pertaining to LT. Agl. SCNo. 1317 of Mulpuru, Amarthaluru, section, Tenali Division has preferred a complaint before the Chairperson, CGRF, Tirupati to see that the struck up meter which have a defect in display may be replaced and avoid inconvenience so caused besides adjust the amounts if any paid in excess.
2. The LT. SC.No:1317, Malpuru, Amarthaluru section is an agriculture cat-V sub category 10, non DSM service with 3 phase connected load and stands in the name of A.Padmasri.

3. The date of release of service is 30-04-2004. The service is under stuck-up status from 04/2010 and bills are issued on average consumption basis @ 200 units per month upto 09/2012.
4. The billing system was changed from slab to non-slab and bills are issued now monthly from 10/2012 onwards. The consumer has paid all bills from time to time.
5. Due to change of billing pattern, the system is taking average units @ 210 units per month as the service is released for 3 HP
6. The plea of the consumer is to replace the meter which has defect in display and avoid inconvenience so caused besides to adjust the amounts so paid in excess.
7. As seen from the BBA of 5/13, it is observed that the meter of the service was replaced and billed under status '4' for 270 units with a demand of Rs.300/-. The closing balance of the service is Rs.265.00 as on the date of BBA.
8. As per the common billing system, the bills were issued during the stuck-up period on average consumption basis.

**Findings of the Forum:**

1. The grievance of the complainant is that she is receiving bills on high side for her agl. service for the past 6 months for the reason that the meter of her service is fell defective and left unchanged for a considerable period violating the provisions of citizen charter though intimated over phone and in writing by registered post to the concerned AE and ADE.
2. The respondent-1 i.e. the AAO/ERO/Tenali in his reply stated that the LT SC.No: 1317 of the complainant was released on 30-04-2004 in the name of A.Padmasree under category-(V), sub category-(X).

3. The meter of the service was under stuck up from 04/2010 and bills are issued on average basis at 200 units per month upto 09/2012 and the consumer has paid all the bills from time to time.
4. The billing system was changed from slab to non slab from 10/2012 onwards and the system is taking average units of 210 per month as the service is released for 3HP load.
5. As per the billing data the meter of the service was replaced in 05/2013 and bill was raised for 270units with a demand Rs.300/- and the closing balance of the service is Rs.265/-.
6. As could be seen from the account copy of the service, the meter of the service was stuck up right from October 2007 onwards till April 2013 and was continued in the same status for the whole period of about 5 ½ years which is an abnormal delay
7. It is clearly established that the meter was left unchanged till 05/2013 despite repeated request of the consumer which is really a violation of the Guaranteed Standards of Performance.
8. In accordance with the Guaranteed Standards of Performance defective meters are to be replaced within a total period of 30 days from the date of complaint, failing which the respondents are liable to compensate the complainant @ Rs.50/- for each day of default.
9. The amount of compensation payable to the consumer is Rs.97,500/-
10. Here in this case, the meter was left un- replaced for a period of 5 ½ years suffering the consumer with high side bills.
11. The consumption can be assessed according to annexure –XII (V) of GTCS the amount of compensation is load into  $0.8 \times 7 \times 30$  per month. Here the load is 3HP equivalent to 2.24 KW and hence the assessed

consumption in accordance with the above formula works out to 376 units per month where as the consumer was build only 270 units and the demand was Rs.300/- only.

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

**ORDER**

The respondents are directed that

1. They shall compensate the complainant by remitting the amount of Rs.97,500/- to the complainant's service/ services within 90 days from the date of this order.
2. They shall report compliance on the item-1 above of the order within 100 days from the date of this order.

The complainant is informed that there is to need to revise the bills already issued as they are quite reasonable.

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 the 27<sup>th</sup> day of June 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.