

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

**On this the 25<sup>th</sup> day of July 2013**

**In C.G.No: 79/ 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***

Sri.A.Venugopal Reddy  
C/o Arumalla Drugs and Pharma labs  
Dno:3-642/1., Undavalli Centre  
Undavalli Post., Tadepalli Mandal  
Guntur-Dist-522501.

Complainant

***And***

1. Assistant Engineer/Operation/Krishna Nagar
2. Assistant Divisional Engineer/Operation/Mangalagiri
3. Assistant Divisional Engineer/LT.Meters/Guntur
4. Divisional Engineer/M&P/Guntur
5. Divisional Engineer/Operation/Town-2/Guntur

Respondents

\* \* \*

Sri.A.Venugopal Reddy, C/o Arumalla Drugs and Pharma labs resident of Dno:3-642/1., Undavalli Centre, Undavalli Post., Tadepalli Mandal., Guntur-Dist- 522501. herein called the complainant, in his complaint dt:20-06-2013 filed in the Forum on dt:20-06-2013 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 consumer with SCNo: 1622414001756 for his Pharma Cutical company at Undavalli of Guntur-Dist and the said service was provided with a three phase meter of HPL SOCO Mec make which is giving erroneous reading due to some functioning in it.

2. On 17-12-2012 he made a representation to the ADE, Manalagiri in writing upon which the DE, Guntur had replaced the meter with a new one.
3. Upon the invitation of the respondents for checking of the meter on 21-03-2013 he attended during the examination of the meter it was noticed that one of the ICs inside the meter was found burnt and the officials of the testing department assured that the bills will be adjusted upon receipt of proper software of the meter which is not available with them at that time.
4. He sought the information about the purchase of the meters the quality and the quantity and their performance and also the time period that is allowed to resolve the problem of meter fault and the subsequent bill revisions there upon if necessary.

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

**The respondent-1 Assistant Engineer/Operation/Krishnanagar in his written submission dt:05-07-2013, received in this office on 08-07-2013 stated that:**

1. The Energy meter of Sc.No:1756, M/s Arumalla Drugs, Undavalli Village was sent to ADE/LT.Meters/Guntur for challenge test on request of the consumer.
2. The energy meter was tested on 21-03-2013 in the presence of the consumer and found the energy meter was defective and recommended the KVAH units may be billed as KWH difference/0.95.
3. Accordingly the revision of bill was proposed duly taking KVAH units may be billed as KWH difference 0.95 for the defective period from

06/2012 to 02/2013 and submitted to the AAO/Sub-ERO/Magalagiri vide LrNo:AAE/O/KNR/F/D.No:465/13 dt:02-07-2013.

4. The challenge test report along with revision of CC.bill of SCNo:1756, Undavalli is herewith submitted.

**Findings of the Forum:**

1. The grievance of the complainant is that the meter installed to his service was not functioning properly and the same was reported to the concerned officers i.e. the ADE/Opn/Magalagiri in writing on 17-12-2012 upon which the meter was replaced, tested and found defective on 21-03-2013, but his bills were not revised as on the date of complaint i.e. 20-06-2013.
2. The respondent-1 i.e. the AE/Opn/Krishnagar replied that the meter was declared defective and the bills will be revised basing on the KWH in which the meter is perfect and treating the P.F. as .95, while the service is supposed to be billed by KVAH.
3. The test results of the meter revealed that the accuracy in recording KWH was within permissible limits since a capacitor on the PCB was found burnt and open, due to which the KVAH performance was effected.
4. It was also reported by the MRT wing that the bill revision shall be done as laid above duly ensuring the healthiness of the capacitors installed by the consumers towards PF compensation, but it was not taken into consideration by the AE while recommending for bill revision.
5. The period of defectiveness was taken as 06/2012 to 02/2013 and the reason for the same was not explained by the respondents with supporting data.

6. However since the respondents themselves have accepted the necessity of bill revision in this case, in accordance with the guaranteed standards of performance, they should have revised the bills within 7 working days from the date of its notice.
7. Here in this case defect was noticed on 21-03-2013 and hence the bills should have been rectified by 01-04-2013.
8. The respondents did not produce the bill revision copy as they mentioned in their reply, but however as could be seen from the account copy of the service it was noticed that an amount of Rs.44,432/- was credited to the service account through CRJ which indicates that the bill revision was effected and the consumers closing balance was Rs.19244.38 negative.
9. There is deficiency of service on the part of the respondents by delaying the bill revision from 01-04-2013 till 02-07-2013 the date on which the AE/Opn/Krishnanagar addressed the AAO to revise the bills and the delay was 92 days for which the respondents are liable to compensate the complainant @ Rs.25/- for each day of default and the amount of compensation is Rs.2300/-.

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

**ORDER**

The respondents are directed that

1. They shall remit the amount of compensation Rs.2300/- to the consumers service account 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.

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 25<sup>th</sup> day of July 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.