

**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: 87/ 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. P.Ramakrishna  
C/o Narayana  
Dno:4-285 B,  
Mangalagiri Village & Post  
Mangalagiri Mandal  
Guntur-Dist-522503

Complainant

***And***

1. Assistant Engineer/Operation/D-1/Mangalagiri  
2. Assistant Divisional Engineer/Operation/Mangalagiri  
3. Divisional Engineer/Operation/Town-2/Guntur

Respondents

\* \* \*

Sri. P.Ramakrishna, C/o Narayana, Dno:4-285 B, Mangalagiri Village & Post, Mangalagiri Town, Guntur-Dist-522503, 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 has stated that

1. He is a consumer with SCNo:17148 at Mangalagiri town of Guntur District and the meter of the service above is not displaying the reading.
2. On 07-02-2013 and again on 21-05-2013, he represented the matter to the AE concerned through his letter, but the meter was not replaced.
3. Requested for replacement of his defective meter.

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

**The respondent-1, the Additional Assistant Engineer / Operation/ D-1/ Mangalagiri in his written submission dt: 09-07-2013, received in the Forum on 15-07-2013 stated that:**

1. Representation was received from Sri. Parepalli Ramakrishna, mangalagiri Town through Forum of the redressal of consumer grievances on 20-06-2013, for replacing the stuck up meter of SC.No.17148 of Mangalagiri Town.
2. The service was inspected by him and observed that meter was having no display.
3. The meter was replaced with a healthy one on 19-06-2013 and the meter particulars are as follows.

Sl.no : 20508483

Make : HPL

Capacity : 3X10-40 A

Reading : 2.

**Findings of the Forum:**

1. The grievance of the complainant is that the meter of his service was found defective and not displaying the reading and the same matter was reported to the AE concerned through his letters dt:07-02-2013 and 21-05-2013, but the meter was not replaced and requested to resolve his problem.
2. The respondent-1 i.e. the AAE/Opn/D-1/Mangalagiri reported that the meter of the service number 17148 Mangalagiri town was stuck up and was replaced on 19-06-2013 with a healthy one after due inspection of the premises and noticing that there was no display in the meter.

3. In accordance with the Guaranteed Standards of Performance defective meters in town areas are to be replaced within 22 days from the date of the complaint.
4. Herein this case though the complainant mentioned that he represented the mater to the AE concerned twice, he could not produce any evidence to that effect and hence the date on which the complainant approached the Forum i.e. 18-06-2013 is taken as the date of the complaint and hence is to be resolved by 10-07-2013, but the respondents replaced the meter by 19-06-2013 i.e. the next day of the complaint.
5. As such there is no deficiency of services on the part of the respondents in the matter.

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

**ORDER**

**“No separate order need to be issued”.**

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.