

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

On this the 13th day of March 2014

In C.G.No: 155/ 2013-14/Tirupati 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. M.Kiran Kumar
S/o M/Pitchaiah
DNo:19-8-18, Dasarimitta
Tirupati Town post,
Tirupati
Chittoor-Dist-517501.

Complainant

And

1. Assistant Engineer/Operation/Tirupati
2. Assistant Divisional Engineer/OSD-III/Tirupati
3. Assistant Divisional Engineer/LT-Meters/Tirupati

Respondents

* * *

Sri. M.Kiran Kumar, S/o M.Pitchaiah resident of DNo:19-8-18, Dasarimitta, Tirupati Town post, Tirupati, Chittoor-Dist-517501 herein called the complainant, in his complaint dt:18-12-2013 filed in the Forum on dt:18-12-2013 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:5522100077753 at Dasarimattam village of Tirupati town, Chittoor-Dist. For the month of October, November he received bill for the above service for 688 units abnormally while the normal consumption will be between 90 to 110 units and requested to rectify the meter for which he paid a necessary amount on 16-11-2013 and reported to

the AE, but the meter was not replaced. Requested the Forum to pass such an order to rectify the bill and to replace the meter.

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

The respondent-3 i.e. the Assistant Divisional Engineer/CT-Meters/Tirupati, in his written submissions dt: 21-01-2014, received in this office on dt: 23-01-2014 stated that:

1. The ScNo:77753 bearing Sl.No.10216937 of HPL make S Ph 5-30A Energy meter was received from AE/O/SS/TPT vide T.Note No.1362 dt:20-12-2013 for meter testing purpose and same is tested by AE/LT Meters/Chittoor on 26-12-2013 at about of 12:00 hrs in the presence of Sri K.Raghurama Raju LI/O/SS/TPT and with consumer representation.
2. Further it is to submit that during testing normal pulse beating of the meter is noticed under all the loaded conditions and % of errors also coming within the limits. Hence the meter declared as in good condition as per the results coming from meter test bench and also concluded that the meter is under healthy condition and recommended for billing for a final reading as KWH-1948.

Findings of the Forum

1. The complainant is a domestic consumer in operation section SS, Tirupati and the bill for the months October- November 2013 was received by him for 688 units as against the normal consumption of 90-110 units every month. Suspecting the performance of the meter, the complainant paid an amount of Rs.100/- challenging its performance and requested for testing of the meter in his presence at lab. Requested to replace the meter.
2. The respondent-3 i.e. the ADE/CT-Meters/Tirupati in his reply stated that the meter of the complainant was received by him on 20-12-2013 and the same was tested on 26-12-2013 at about 12:00 hrs in the presence of

K.Raghurama Raju, LI and the consumer representation, he also stated that during testing of the meter the pulse was normal and the % errors were in limits and hence it was declared that the meter was in good condition as per the test results of the test bench and hence recommended for billing of the service with final reading as 1948 (KWH).

3. The main contention of the complainant is that the normal consumption of the service under complaint being used for domestic purpose ranges from 90 to 110 units every month till October-November billing month during which the consumption was shown as 688 units and bill was issued accordingly. At the request of the complainant suspecting the meter's performance and on receipt of the necessary fees the respondents tested the meter at MRT lab, Tirupati in the presence of the consumer's representative and the test results revealed that the meter is in good working condition and hence recommended for billing of the service to the final reading of 1948 KWH.
4. As could be seen from the account copy of the service, the meter since 01/2009 i.e. for a period of about 5 years (60 months) and the final reading at the time of its removal was 1948 which indicates that the monthly average consumption is 32.5 units which appears to be very minimum when compared to the contracted load of the consumer at 1KW.
5. Also the test results revealed that the meter is in good working condition and hence it is felt by the Forum that the meter is functioning normally and hence there is no need of revision of bill and the total consumption need to be billed. The only observation from the billing data is that the consumption recorded by the meter is not billed properly every month and got suppressed over a period and finally was read in full and billed. The consumer shall have to pay the bill amount accordingly.

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

ORDER

The complainant is advised that he shall pay the bill amount in accordance with the bills issued by the respondents so far without any further dispute to avoid disconnection of the service and further complications there upon.

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 13th day of March 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.