

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

**On this the 07<sup>th</sup> day of August 2015**

**In C.G.No:245/ 2015-16/Nellore Circle**

*Present*

*Sri P.Venkateswara Prasad*  
*Sri A.Sreenivasula Reddy*  
*Sri T. Rajeswara Rao*

*Chairperson*  
*Member (Accounts)*  
*Member (Legal)*

*Between*

Sri Kola Kondaiah  
C/o K.P.Krishanaiah  
Raviteja Kalayana Mandapam  
Bypass Road Atmakur  
Atmakur –Post Office  
Atmakur  
Nellore-Dist  
524305

Complainant

**AND**

1.Assistant Accounts Officer /Atmakur  
2..Assistant Engineer/Atmakur Town  
3.Assistant Divisional Engineer/Atmakur  
4.Divisional Engineer/Atmakur

Respondents

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Sri Kola Kondaiah C/o K.P.Krishnaiah is resident of Raviteja Kalyana Mandapam , Bypass Road , Atmakur Nellore -Dist, here in called the complainant, In his complaint dt:20.07.2015 filed in the Forum on dt:20.07.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

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1. He had Raviteja Kalyana Mandapam with service no.9631 .ADE inspected his service meter and issued notice to pay Rs 3763/- for 491 units.
2. In before also due to the non recording the units in meter the back billing notice issued and he paid the amount for backbilling then he requested the department to change the meter .
3. But meter was not changed and again issued the notice .
4. So, kindly change the meter and rectify the problem.

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

**The respondent-4 i.e. the Divisional Electrical Engineer / O/APSPDCL/Atmakur in his written submission dt:31.07.2015, received in this office on dt:03.08.2015 stated that:**

1. Ct meter change is not possible because CT meter is not in struck up/burnt condition. On this service back billing is levied on 25.03.2014 due to B-Phase potential drop. Meter running slow with -33.30% error and on 17.06.2015 dur to Y-Phase potential is zero and meter recording consumption with -14.34% error. After rectification of error CT meter wing certified that performance of meter was normal.

**The respondent-3 i.e. the Assistant Divisional Engineer / O/Sub- Division APSPDCL/Atmakur in his written submission dt:29.07.2015, received in this office on dt:06.08.2015 stated that:**

1. The service 9631 was inspected by D.E/DPE/NELLORE on 5/2015 and found that voltage drop in the meter and same was intimated to CT METER wing . on 17/06/15 AE/CT METERS/Nellore was tested the meter and found meter is recording less consumption i.e -14.9% error . The voltage drop due to bimetallic formation at potential joints. The defect was rectified on 17/06/15 and the same meter tested with kit after rectification . The percentage errors are with in limits. Back billing has given

for the period from 13.04.15 to 17.06.15 . hence it is not necessary to replace the meter. The consumer should pay an amount of Rs 3763/- towards backbilling (short fall units 491).

**Findings of the Forum:**

1. Sri K.Kondaiah, the proprietor of Ravi Teja Kalyana Mandapam, Atmakur has filed a petition before the CGRF during the Vidyuth Adalath conducted there on 20.07.2015 requesting to replace the energy meter since the department officers have issued back billing notice for 491 units , due to voltage drop in the meter in one phase.
2. The Respondent no 2 and 3 in their submissions separately have stated that the voltage drop in 1 phase was occurred due to bimetallic formation at potential joints and the meters after testing has revealed the error in the meter as -14.9% and hence backbilling. The Respondent No 3 has clearly stated that the error in the meter has been rectified on 17.06.2015 and the test results after rectification of defects in the meter reveals that the percentage error is within the limits . Hence the meter need not be replaced since it is declared as healthy one.

**ORDER**

Since the defect in the meter in one phase of CT meter was caused due to bimetallic formation at potential joints and the defect was rectified on 17.06.2015 by the Respondents, the Complainant is advised to arrange payment of the backbilling amount for the defective period from 13.04.2015 to 17.06.2015 as per the assessment notice issued by the Respondent and the Complainant is also informed that since the defect in the meter has been rectified there is no need to replace the same.

Accordingly the case is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 07<sup>th</sup> day of August 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(Accounts)**

Sd/-  
**Chairperson**

**True Copy**

**Chairperson**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.