

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

On this the 8th day of September 2015

In C.G.No: 06/ 2015-16/Vijayawada Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri M.Srinivas
C/o M.Pitchaiah
D.No:5-47
Chinapandraka
Chinapandraka – Post Office
Kruthivenu Mandal
Krishna – Dist
521324

Complainant

AND

1.Junior Accounts officer/Sub-ERO/Pedana
2. Assistant Engineer/Kruthivenu
3.Assistant Divisional Engineer/Pedana

Respondents

Sri M.Srinivas C/o M.Pitchaiah is a resident of D.No:5-47, Chinapandraka village and post , Kruthivenu Mandal , Krishna –Dist, here in called the complainant, In his complaint dt:10.04.2015 filed in the Forum on dt:10.04.2015 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 resident of D.No:5-47, Chinapandraka village and post , Kruthivenu Mandal, Krishna –Dist.
2. He is the consumer with service no.852.Since 6 months he is receiving more bills

C.G.No:06/2015-16/Vijayawada Circle

3. He given complaint to the line man and he checked the meter with placing parallel meter and said there is no fault in the meter.
4. But from February 2015 to March 2015 for two months received bill of Rs 1985/-. Though his usage of current is less.
5. So , once again check the meter and rectify the problem.

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

The respondent-1 i.e. the Junior Accounts Officer / O/APSPDCL/Sub-ERO/Pedana in his written submission dt:23.04.2015, received in this office on dt:28.04.2015 stated that:

1. The service connection No.852 of the complainant has inspected and the energy meter of the consumer is also tested and found healthy in condition and there is no creeping in the meter and billed units in the bill and units recorded in the meter is also found OK.

The respondent-2 i.e. the Assistant Engineer / O/APSPDCL/Kruthivenu in his written submission dt:20.04.2015, received in this office on dt:10.08.2015 stated that:

1. The Sri.M.Srinivasa Rao stating that his meter of Sc.No:62444070000852 of Chinapandraka village was recording consumption very high although his utilization of load was very less , because of which he is getting very high bill amount.
2. As stated by the complainant in his complaint that he has made a complaint 2 months back about high consumption recording in the meter and their lineman has responded to his complaint and showed him that his meter is healthy and recording the consumption with respect to his utilization .

3. As per the notice issued by the Forum for the redressal of consumer grievance to file a written submission ,he and the complainant Sri M.Srinivasa Rao, has attended the consumer premises and observed the following appliances in the consumer house.

Sl.No	Appliance Name	QTY	LOAD
1	FANS	2	2*80=160W
2	TUBE LIGHTS	3	3*40=120W
3	FRIZ	1	1*200=200W
4	MOTOR	1	1*746=746W
5	AIR COOLER	1	1*200=200W
6	MIXER	1	1*200=200W
7	GRINDER	1	1*200=200W
8	BULBS	2	2*60=120W
9	CFL BULBS	3	3*20=60W
10	COLOUR TV	1	1*200W=200W
		TOTAL LOAD	2406 WATTS

As shown above the total load of the appliances utilized on the service was found to be 2406 Watts and the consumption recorded in the meter of the complainant is appropriated to the load in his house.

4. One year consumption particulars of consumer is shown below and previous months consumption is also on higher side and the average consumption of the

complainant per bill is 400 units is appropriate to the connected load in his house.

Sl.No	Month	consumption
1	4/2014	415
2	6/2014	450
3	8/2014	374
4	10/2014	350
5	12/2014	375
6	2/2014	400
7	4/2014	438
	AVG CONSUMPTION	400 units per bill

5. Energy Meter of the consumer is also tested and found healthy in condition and there is no creeping in the meter and billed units in the bill and units recorded in the meter is also found OK.
6. Hence as per his observations shown above there is no need of changing the energy meter or revising the bill issued to the complainant.

Findings of the Forum:

1. Sri M.Srinivas of Chinnapandraka, Kruthivenu has lodged a complaint before the Forum on 10.04.2015 during the Vidyut Adalat conducted at Pedana. The complainant has stated that he has been receiving CC bills with higher amounts since six months . He has requested to check the meter and rectify the bills.

2. The Respondent No 2 in his detailed submission vide his letter dated 20.04.2015 received in the Forum on 10.08.2015 has informed that during his physical verification of the domestic service under question , he has noticed that the total connected load of the service was 2406 watts and the consumption from 4/2014 to 4/2015 i.e for 7 bills reveal that the average consumption par (Bimonthly bills) was 400 units and the same is in commensurate with the connected load . He has also categorically stated that the meter of the service is a healthy one and hence revision of bill is not necessary.

ORDER

Since there is no fault in the meter and the consumption for two months bill is in commensurate with the connected load of the complainant the case is disposed off with an advise to the complainant to get his internal wiring tested and ensure ISI standard (star rated) electrical appliances are used in his residence for power saving .

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th 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 8th day of September 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.