

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

On this the 26th day of June , 2015

In C.G.No:13/ 2015-16/Vijayawada Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Ch.Raghu
C/o Blaze Studio
HRT Plaza
BENZ Circle
Vijayawada - Post Office
Krishna - Dist

Complainant

And

1.Assistant Accounts Officer/Gunadala
2.Assistant Engineer/Skew Bridge/Vijayawada
3.Assistant Divisional Engineer/C&O/Vijayawada
4.Divisional Engineer/Vijayawada Town.

Respondents

Sri Ch.Raghu C/o Blaze Studio is resident of HRT Plaza ,BENZ Circle ,Vijayawada ,
Krishna -Dist,herein called the complainant, in his complaint dt:16.04.2015 filed in the
Forum on dt:16..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 has Blaze studio at HRT Plaza ,Benz Circle,Vijayawada,,Krishna –Dist.
2. He has service connection with no:6424404023279, and he receiving bills for
month on an average of 300 to 400 units , but in 09/2014 he received the bill of

C.G.No:13/2015-16/Vijayawada Circle

Rs 12517/- .He also stated that due to non receipt of supply in one phase, he has put the load on other phases and forgotten to restore it.

3. He has only one small capacitor and the load is normal . He consulted the AE/Skew Bridge for revision of bills but he has not responded and he said that the meter should be tested in MRT by paying challenge fees of Rs 300/- .
4. On 03/11/2014 he paid challenging fees through DD of Rs 300/-, on 23.01.2015 the meter was tested and on 01.04.2015 test reports are received but in result the meter is HEALTHY, he is not satisfied with the results
5. So kindly revise the bills and do Justice

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

The respondent-1 The Assistant Accounts Officer /Operation/APSPDCL/Town – I/Vijayawada , The Assistant Engineer /Skew Bridge /Vijayawada,The Assistant Divisional Engineer/C&O/Vijayawada, and The Divisional Engineer/Vijayawada Town in their combined written submission dt:08.05.2015, received in this office on dt:18.05.2015 stated that:

1. The consumer of Sc.No:6424404023279 has informed orally to the respondent No.2,that the CC bill issued to him for the month 09/2014 is on high side and requested to revise the bill. Immediately their Dept.Line Inspector has been deputed to the service premises for inspection of service .The line inspector informed to the Respondent No.2 that the meter physical condition was good and he suspected no creeping in meter. He has also informed that the capacitor installed to their service was directly connected to the mains even off load times and probably that could be the reason for high consumption recorded for that month due to continuous charging current taken by the capacitor. Then the respondent No.2 had personally inspected the service and he also observed the fact.

C.G.No:13/2015-16/Vijayawada Circle

2. Then the consumer was informed about the said matter and he was suggested to make necessary adjustments in capacitor wiring connections and accordingly the consumer has got the necessary corrections carried out in capacitor wiring .After the meter has recorded the normal average consumption for the month 10/2014 and 11/2014 also.The above fact was again informed to the consumer and he was also advised to pay the arrear bill immediately as there was no fault in meter.
3. With the matters stood thus, the consumer has again represented to the office of respondent No.2 on 03/11/2014 duly paying the challenge fees in consumer service center on 31/10/2014 for replacement and testing of meter in LT meters lab Gunadala.Then the meter was replaced on 26/11/2014 and the same was got tested in LT meters lab on 23/01/2015 in the presence of the consumer and Departmental personnel.The LT meters lab test report reveals that the “meter is recording energy with permissible limits of error , when compared to electronic reference standard meter.Hence the meter is declared as HEALTHY”.Then the consumer was again informed to pay the arrear bill immediately .But without paying the bill,he approached the Hon’ble CGRF, Tirupati on 06/04/2015 with his submissions.
4. In this connection it is submitted that the excess meter recorded during 09/2014 was due to continous charging current taken by the capacitor only.And after making the corrections in capacitor connections, the same meter has recorded the normal consumption and further in LT meters lab test also the meter was declared as HEALTHY.
5. Therefore request that the Hon’ble chairperson CGRF/APSPDCL/Tirupati may be pleased to issue an order or direction to the consumer more particularly in payment of arrear amount to the department , as there is no fault in condition and functioning of the meter.

Findings of the Forum:

1. Sri CH Raghu of Vijayawada in his complaint dated 06.04.2015 received in the Forum on 15.04.2015 has stated that he has received huge bill for 1313 units during 9/2014 ,though his monthly average is around 300 to 400 units. he has also stated that due to non receipt of supply in one phase, he has put the load on other phases and forgotten to restore it .
2. The complainant has also stated that based on his complaint , the Respondents have tested the meter in LT Lab and declared the meter as healthy.The Complainant has not satisfied with the test results and requested to revise the bill.
3. As could be seen from the consumption pattern from 10/2011 to 10/2014, the average monthly consumption is around 470 units. Further the Respondent No 2 has stated during his teleconversation on 15.06.2015 at 12.40 PM that the meter of the complainant is not a MRT compatible one.
4. The Respondents in their submission vide para 4 have stated that the excess meter reading recorded during the month of 9/2014 was due to continuous charging current taken by the capacitors only. After making corrections in capacitor connections the same meter has recorded the normal consumption.
5. It is the primary responsibility of the complainant to ensure that the capacitors are on switched on made when their main loads are switched on and the complainant has to switch off the capacitors when there was no load. It is felt as a reasonable point for recording of higher consumption during the disputed month.Hence it is the responsibility of the complainant to closely monitor the switching arrangements of the capacitor.

ORDER

In the light of the above the complainant is advised to arrange payment of the bill amount under question since it is the actual consumption made by the complainant during that month. Further during the meter testing at MRT Lab also, it was proved as Healthy.

The Respondents are entitled to collect the bill amounts as already billed and hence the case is disallowed.

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 26th day of June 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.