

**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 August 2015**

**In C.G.No:126/ 2015-16/Kadapa Circle**

*Present*

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

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

*Between*

Smt.V.Lakshamma  
Chinnayarasala  
Tekurupet – Post Office  
Pourmamilla Mandal  
Kadapa-Dist  
516505

Complainant

**AND**

1.Assistant Engineer/Pourmamilla  
2..Assistant Divisional Engineer/Pourmamilla  
3. Divisional Engineer/Mydukur

Respondents

\*\*\*

Smt K.V.Lakshamma is a resident of Chinnayarasala village , Pourmamilla Mandal , Kadapa-Dist , here in called the complainant, In her complaint dt:02.06.2015 filed in the Forum on dt:02.06.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. She is a resident of Chinnayarasala village , Pourmamilla Mandal , Kadapa-Dist.
2. She is a domestic consumer with Sc.No:119 , since from one year meter reading was not noted and she is paying bills on an average monthly.

C.G.No:126/2015-16/Kadapa Circle

3. But in 13.05.2015 the bill was received for 651 units, she received on an average of 190 units to 200 units but now the bill 651units.
4. So kindly rectify the problem and bill every month regularly by taking readings.

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

**The respondent-1 i.e. the Assistant Engineer / O/APSPDCL/Porumamilla in his written submission dt:09.06.2015, received in this office on dt:06.08.2015 stated that:**

1. Smt K.V.Lakshamma W/o Venkata Subbanna bearing HSC No.119 of Chinnayerasala lodged a complaint vide C.G.No.123/2015-16, Kadapa Circle requesting to regularize the units.
2. In this connection , inspected the premises of HSC No.119 of Chinnayerasala interacted with consumer and taken the check reading as 9839 on 06.06.2015. It is found that 739 units are to be billed from May 2015 billing . The demand raised for regularizing the units Vide R.J.No.23/06-2015 of Sub ERO/Pourmamilla.

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

1. Smt K.V.Lakshamma W/o Venkata Subbanna bearing HSC No.119 of Chinnayerasala lodged a complaint vide C.G.No.123/2015-16, Kadapa Circle requesting to regularize the units.
2. In this connection , with above the excess units recorded in the meter of HSC.No:119 of china yerasala village was regularized vide R.J.No.23/6-2015 of Sub-ERO/Pourmamilla the above complaint was attended and completed.

**Findings of the Forum**

1. Smt K.V.Lakshamma of Chinnayerasala village, Tekurpet, Porumamilla has represented to the Forum to arrange to issue CC bills to her domestic service as per the actual readings recorded in the meter. She has clearly stated that though the reading in the meter was 9751 on 13.05.2015 the bill was issued for the reading of 9100 only and thus 651 units were left unbilled . The sincerity, moral and honesty of the complainant is highly approachable.
2. The Respondent No 1 & 2 in their submissions separately have stated that they have got inspected the service and revised the bills duly taking into account the actual reading recorded in the meter and raised an amount of Rs 1709/- vide debit

RJ No.23.06.2015. As could be seen from the statement of Account , the complainant has cleared the dues. Thus the grievance has been resolved.

**ORDER**

Since the grievance of the complainant to issue the bills in accordance with the actual meter readings has been redressed by the Respondents , the case is disposed off with a direction to the Respondents to ensure that the spot bills are issued correctly to the readings actually prevailed in the meters and arrange proper checks and controls over the activity so as to avoid hardship to the consumers in the shape of accumulated consumptions.

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 25<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.