

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

**On this the 15<sup>th</sup> day of June , 2015**

**In C.G.No:117/ 2015-16/Nellore Circle**

***Present***

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

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

***Between***

Smt P.Venkata Lakshmi  
C/o P.Ramaiah  
Naidupet  
Naidupet - Post Office  
Naidupet  
Nellore- Dist  
524156

Complainant

***And***

1.Assistant Accounts Officer/Naidupet  
2.Assistant Engineer/Naidupet Town  
3.Assistant Divisional Engineer/Naidupet

Respondents

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Smt P.Venkata Lakshmi C/o P.Ramaiah , Naidupet , Naidupet. – Post Office,Naidupet,Nellore – Dist, herein called the complainant, in her complaint dt:19.05.2015 filed in the Forum on dt:19.05.2015 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 Naidupet. – Post Office,Naidupet,Nellore – Dist .
2. She is domestic consumer with Sc.No:13237 , She is receiving bills for month average Rs.300/-.

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3. She is received bill Rs .7896/- on 12.05.2015.
4. 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/ERO/APSPDCL/Naidupetin his written submission dt:28.05.2015, received in this office on dt:02.06.2015 stated that:**

1. The SC.No;13237 of Naidupet ,Naidupet Town Section CC bills has been revised for the period from 06/2014 to 05/2015 due to the meter reader entered wrong status as '09' and '02' during the period as per the proposals received from the concerned AE/O/Naidupet duly countersigned by the ADE/O/Naidupet vide Lr.No.456/15Dt.19/05/2015.After revision of CC Bills , an amount of Rs .5381/- is withdrawn vide RJ No:06.05.2015, and the same was effected in the consumer Ledger in this month (i.e.,) 05/2015.The notice is issued to the consumer for payment of balance amount of Rs 2580/-.,Vide this office Lr.No:AAO/ERO/N.Pet/JAO-II/SA-Slab Billing/D.no:547/15 Dt:22/05/2015.

**Findings of the Forum:**

1. Smt P.Venkatalakshmi of Naidupet has lodged a complaint before the Forum during the Vidyuth Adalath conducted thereon 19.05.2015 duly stating that though she has been receiving bills for around Rs.300/- every month, a bill for Rs.7896/- has been received on 12.05.2015 and requested to do justice.
2. The Respondents in their submission have stated that they have revised the bills from 6/2014 to 5/2015 due to entering of wrong status of the meter by the meter reader and arranged to withdraw an amount of Rs.5381/- vide RJ No. 06/5-2015.
3. During the teleconversation with the Respondent No.1 by the Member Accounts on 15.06.2015 at 4.15 pm, it is submitted by the Respondent No.1 that the complainant

after satisfying with the revision of bill has paid the balance amount of Rs.2580/- vide PR No.71732509266, dated 29-05-2015.

**ORDER**

Since the grievance of the complainant has been resolved by the Respondents within the stipulated time limit as contemplated in the Guaranteed Standards of performance vide Regulation No. 9/2013 issued by the APERC, the case is disposed off accordingly.

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 15<sup>th</sup> 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.