

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

**On this the 26<sup>th</sup> day of June , 2015**

**In C.G.No:118/ 2015-16/Nellore Circle**

***Present***

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

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

***Between***

Sri Lokku Harohara  
C/o Sriramulu  
Kothapeta  
Punnepalli - Post Office  
Ozili  
Nellore- Dist

Complainant

***And***

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

Respondents

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Sri Lokku Harohara C/o Sriramulu is a resident of Kothapeta Village,Punnepalli – Post Office,Ozili – Mandal ,Nellore – Dist, herein called the complainant, in his 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. He is a resident of Kothapeta Village,Punnepalli – Post Office, Ozili – Mandal ,Nellore – Dist.

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2. He is a domestic consumer with Sc.No:159 ,he is receiving the bills on an average Rs.500/- per month ,but in May month he received Rs 5000/-.
3. So kindly inspect his house and check the meter and change the meter.

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

**The respondent-1 The Assistant Accounts Officer /Operation/APSPDCL/Naidupet in his written submission dt:28.05.2015, received in this office on dt:02.06.2015 stated that:**

1. The Sc.No:159 of Kothapeta of Ozili Section CC bills has been revised for the period from 03/2015 to 04/2015 by apportioning the total consumption due to accumulated consumption recorded by the meter reader during 03/2015 to 04/2015.The bill is revised as per the revision of bill proposals received from the concerned AE/O/Ozili vide Lr.No:407/15,Dt :21.05.2015 duly countersigned by the ADE/O/Naidupet.After revision of CC bills ,an amount of Rs .4191/- is withdrawn vide RJ No:06/05-2015, and the same was effected in this month (i.e.,)05/2015.The notice is issued to the consumer for payment of balance amount Rs.703/-.Vide this office Lr.No:AAO/ERO/N.Pet/JAO-II/SA-SLAB Billing /D.No:551/15,Dt:22/05/2015.-

**Findings of the Forum:**

1. During the Vidyuth Adalath held at Naidupet on 19.05.2015,Sri Lokku Harohara of Kothapet, Punnepalli ,Ozili Mandal has lodged a complaint before the Forum and stated that though his connected load for his domestic service is very low he has received huge bill for Rs 5000/- and requested to revise the bill.
2. Soon on receipt of notice from the Forum , the Respondents No.1 has addressed a letter to Respondent No.2 and sought certain information and proposals for revision of the bill.
3. Immediately after receipt of proposals from Respondent No 2 the Respondent No .1 has revised the bill by withdrawing an amount of Rs 4191/- vide Rj No ;06/05-2015 and addressed the Complainant to pay the balance amount of Rs 703/-.

4. In accordance with SL.No XI (ii) Resolution of complaints on consumer bill, the time standard fixed is 7 days of receipt of complaint as contemplated in Regulation No.9/2013 Guaranteed Standards of Performance. But in the instant case, the complaint has been resolved within 3 days of receipt of complaint.

**ORDER**

Since the Respondents have resolved the billing complaint of the Complainant within 3 days of receipt of complaint, the Complainant is advised to pay the balance amount immediately.

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 26<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.