



**BEFORE THE VIDYUT OMBUDSMAN  
Andhra Pradesh:: Amaravati**

: Present :

**G. Venkata Krishnaiah**

**Former Principal District & Sessions Judge  
Vidyut Ombudsman**

**The 28<sup>th</sup> day of November, 2025**

**Representation No.16 of 2025-26**

**Between**

Nadimpalli Varalaxmi, W/o. Narayana Raju, I. Polavaram, Dr. B.R. Ambedkar Konaseema District .. Representationist

**A N D**

1. The Assistant Engineer/Operation/APEPDCL/I. Polavaram
2. The Assistant Accounts Officer/ERO/APEPDCL/Amalapuram
3. The Dy. Executive Engineer/Operation/APEPDCL/Mummidivaram
4. The Executive Engineer/Operation/APEPDCL/Amalapuram .. Respondents

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This representation having come up for final hearing before me on **27.11.2025** through Video Conference in the presence of the nominee of the representationist, Respondent Nos.1 to 4, stood over for consideration till this day, and the Vidyut Ombudsman delivers the following:

**O R D E R**

1. Nadimpalli Varalaxmi, running a floor mill in I. Polavaram Village initially filed C.G.No.666/2025 for the relief of revising the bill for Rs.96,360/- after smart meter was installed on 25.04.2025. On hearing both parties, the complaint was dismissed.
2. Written submissions of respondents are filed with following points:-
  - (1) The existing meter for S.C.No.1413290408000132 was replaced with smart meter on 25.04.2025.

- (2) The smart meter particulars were not updated in EPCCB in time.
- (3) Average bills were issued for 5/2025 and 6/2025 with 249 units.
- (4) In the month of 7/2025 consumer got bill for Rs.96390/- showing consumption of 14605/- units. Consumer gave representation to the section office on 09.07.2025.
- (5) AE/O for I. Polavaram inspected the premises and found that the capacitors are in on position when the motor is not running.
- (6) On 25.04.2025 when smart meter was installed, it was advised to the consumers that capacitors should be in "off" position when the motors are not running.
- (7) As per clause 3.12 of Part A of retail supply tariff for the year 2025-26, defect in capacitors be informed to consumers by the licensee within a period of 3 months and then it is the responsibility of power factor less than 0.95 on leading side.

3. The respondents are relying on the order of the CGRF which dismissed the complaint.

4. During hearing Ex.P1 to P6 and Ex.R1 to R6 marked.

Point for consideration is **whether the consumer is entitled to any relief?**

- (1) Admittedly the bill of 96,390/- is a result of capacitors being in "ON" position even when the motor is not running.

On this aspect consumer filed his version on 17.10.2025 quoting the relief given C.G.No.115/2021 dt.18.12.2021 which relied on the circulars of APERC dt.22.07.2021. Consumer also quoted the order in C.G.No.57/2023 dt.04.05.2023 wherein it was observed that a duty is cast upon the departmental authorities to issue notice to the consumer if capacitors are not maintaining properly. Consumer mentioned W.P.No.31354/2023 of High Court of AP but the copy of order is not mentioned.

As per Sec 55 of I E Act 2003 correct meter has to be installed which includes by default the proper maintenance of capacitors.

Further as per the circulars of APERC dt.22.07.2021 consumer has to be informed about the maintenance of capacitors when smart meter is installed, so that complaints of higher billing are avoided.

As per regulation 10 of Central Electricity Authority (Installation and Operation of meter) Regulation 2006,

"The operation, testing and maintenance of all types of meters should be carried out by the generating company or the licensee as the case may be."

5. Since the bill for Rs.96,390/- is a result of not arranging the capacitors as per the circular of APERC dt.22.07.2021 and not following the same, the consumer is entitled to the following relief:

Consumer / Representationist in this case is not liable to pay the bill of Rs.96,390/-. However respondents can issue demand for the months of April, May and June based on previous average, considering the fact that only 249 units were charged for those months as per average status.

A copy of this order is made available at [www.vidyutombudsman.ap.gov.in](http://www.vidyutombudsman.ap.gov.in)  
This order is typed, corrected, signed and pronounced by me on this the 28<sup>th</sup> day of November, 2025.

Sd/- G. Venkata Krishnaiah  
VIDYUT OMBUDSMAN-AP

#### APPENDIX OF EVIDENCE

#### **DOCUMENTS MARKED ON BEHALF OF THE REPRESENTATIONIST:**

Ex.P1: Xerox copy of Bill data of SC No.1413290408000132 from 02.03.2025 to 01.08.2005

Ex.P2: Xerox copy of LT application D. Nagabhushanam, Xerox copy of LT application of N. Narayana Raju

Ex.P3: Xerox copy of CC bill dt.09.07.2025 in the name of D. Nagabhushanam

Ex.P4: Xerox copy of photo showing the officials are scanning the meter  
Ex.P5: Xerox copy of date wise consumption from 01.04.2025 to 02.06.2025 of SC No.1413290408000132  
Ex.P6: Xerox copy of payment history for the year 2025-26 of SC No.1413290408000132

#### **DOCUMENTS MARKED ON BEHALF OF THE RESPONDENTS:**

Ex.R1: Xerox copy of LT application of N. Narayana Raju  
Ex.R2: Xerox copy of Bill data of SC No.1413290408000132 from 02.03.2025 to 08.08.2005  
Ex.R3: Xerox copy of bill details of SC No.1413290408000132 from 11/2023 to 11/2025  
Ex.R4: Xerox copy of meter change details from 04.04.2012 to 25.04.2025  
Ex.R5: Xerox copy of payment collection details from 08.11.2023 to 07.11.2025  
Ex.R6: Xerox copy of letter dt.14.10.2025 from AAO to D. Nagabhushanam for payment of arrears

**Sd/- G. Venkata Krishnaiah  
VIDYUT OMBUDSMAN-AP**

#### **Copy by Registered Post with ack-due and also by mail to:**

1. Nadimpalli Varalaxmi, W/o. Narayana Raju, I. Polavaram, Dr. B.R. Ambedkar Konaseema District (Mobile Nos.8500003348; 9492145285; email: [bhsathibabu@gmail.com](mailto:bhsathibabu@gmail.com)) .. Representationist

#### **Respondents:**

2. The Assistant Engineer/Operation/APEPDCL/I. Polavaram - 533 220
3. The Assistant Accounts Officer/ERO/APEPDCL/Amalapuram - 533 201
4. The Dy. Executive Engineer/Operation/APEPDCL/Mummidivaram - 533 216
5. The Executive Engineer/Operation/APEPDCL/Amalapuram - 533 201 .. Respondents

#### **Copy by Registered Post with ack-due to:**

6. The Chair Person, CGRF, APEPDCL, P&T Colony, Seethammadara, Near Gurudwara Junction, Visakhapatnam - 530 013.

#### **Copy submitted by Registered Post with ack-due to:**

7. The Secretary, Hon'ble APERC, Vidyut Nyantrana Bhavan, Adjacent to 220/132/33/11 KV AP Carbides Sub Station, Dinnedevapadu Road, KURNOOL -518 002, Andhra Pradesh.

**// TRUE COPY//**

**VIDYUT OMBUDSMAN-AP**

**Dis.No.162 dt.28.11.2025**