

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

**On this the 21<sup>st</sup> day of December 2018**  
**C.G.No:176/2017-18/Guntur Circle**

*Present*

Sri. A. Jagadeesh Chandra Rao  
Sri. A. Sreenivasulu Reddy  
Sri. D. Subba Rao  
Sri. Dr. R. Surendra Kumar

Chairperson  
Member (Finance)  
Member (Technical)  
Independent Member

*Between*

S.K.Mastanvali,  
C/o Khasim Faida,  
Veerajanjneya Nagar,  
Sattenapalli,  
Guntur -Dist

Complainant

*AND*

1.AE/Sattenapalli -Town  
2.ADE/Sattenapalli  
3.DE/Narasaraopet

Respondents

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**ORDER**

1. Complainant filed a petition before this Forum for rectification of wrong billing to his Cat- 1 SC. No 13856.
2. Respondents No.1, 2 and 3 submitted their joint written submission to the Forum stating that the complainant service was inspected and found that the connected load was 1.27 kilowatt and the meter was working in normal condition. The supply is being utilized for two portions from a single meter and due to this, the consumption was high. They had also submitted that they explained same thing to the complainant and advised to pay the challenging test fee to replace the meter for testing if he had any doubt.
3. Since the versions of both parties are not convincing, a personal hearing was conducted in Guntur circle office. The complainant did not attend the personal hearing and the version of the Respondents were heard.

**DESPATCHED**  
DATE *21/12*

C.G.No.176/2017-18/Guntur Circle

4. During the personal hearing, the Respondents had submitted the inspection notice of complainant service inspected by Respondent No. 1 on 24.07.2018, wherein the complainant acknowledged that his electrical meter was replaced and he is not having any problem now.
5. Since the grievance of the complainant was resolved by the Respondents ,accordingly the case is disposed of in favour of the complainant

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.

This order is passed on this, the 21<sup>st</sup> day of December 2018.

Sd/- Member (Finance)	Sd/- Member (Technical)	Sd/- Independent Member	Sd/- Chairperson
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**Forwarded By Orders**



**Secretary to the Forum**

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.