

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

**On this the 16<sup>th</sup> day of March 2018**

**In C.G. No: 170 /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*

Sri.D. Venkata Nageswara Rao,  
Sangam Bazaar,  
Sattenapalli  
Guntur – Dist

Complainant

*And*

1. Assistant Accounts Officer/ERO/ Sattenapalli
2. Assistant Engineer/O/ Sattenapalli Town
3. Assistant Divisional Engineer/O/ Sattenapalli
4. Divisional Engineer/O/Narasaraopet

Respondents

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**ORDER**

1. During the Vidyut Adalat conducted at Sattenapalli on 12.10.2017 Sri. D. Venkata Nageswara Rao of Sangam Bazaar Sattenapalli presented a complaint before this Forum. The complainant in his complaint has informed that he is having domestic service connection No.1324100005085. The meter of the said service connection was burnt at terminal during 05/2017. On payment of the meter burnt charges, the department has replaced the burnt meter with healthy one. After six months the Respondents have issued a huge bill raising shortfall of Rs.4,168/- from 09/2016 to 07/2017 and insisted him to pay the amount. Finally the complainant has requested to delete the shortfall amount and issue revised bills.
2. The Respondents No.2,3 and 4 filed joint written submissions wherein they have explained that the energy meter of the complainant service was got burnt and hence replaced on 27.05.2017. The complainant has approached the office of Respondent No.3

C.G.No.170/2017-18\_Guntur Circle

  
**DISPATCHED**  
DATE 2/3/18



