

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 29<sup>th</sup> day of May 2018**  
**In C. G. No: 185/ 2017-18/Tirupati 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. V. S. Ramesh,  
3-143,  
Old Telephone Exchange St,  
Pichatur (P),  
Chittoor - Dist

Complainant

*AND*

1. Junior Accounts Officer/ERO/Nagalapuram  
2. Assistant Engineer/O/Pichatur  
3. Assistant Divisional Engineer/O/Nagalapuram  
4. Divisional Engineer/O/Puttur

Respondents

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1. Sri. V.S Ramesh resident of D. No. 3-143 old telephone exchange St. Pichatur presented a complaint before this Forum through post and the same was registered as C.G.No.185/2017-18. The complainant in his complaint has informed that he has been running an ice candy manufacturing centre since several years for ISC No. 5331200001896 and promptly paying the bills every month in the range of Rs.24,000/- to Rs.42,000/-. The bill for the month of July-Aug was not issued when he has approached the Respondent No.3, and informed about non receipt of the bill, the Respondent No.3 has inspected the premises and informed that the capacitors of the service connection are in switch off mode. The Respondent No.3 has informed that the meter is in good condition and due to switching off of the capacitors the meter has recorded huge KVAH consumption. The complainant has expressed his anxiety as to how

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- the KVAH consumption was shooted up when the meter is healthy? Finally he has requested the Forum to do justice.
2. The Respondent No.3 in his written submission has reported that the complainant is having a contracted load of 40 HP and bill for the month 08/2017 was issued for recorded consumption of 22819 units in the meter. The Complainant suspected the healthiness of the meter and hence the same has been informed to CT meter wing for calibration of energy meter. The ADE/CT Meters/Chittoor tested the above energy meter and certified that the meter is working in good condition without error.
  3. A personal hearing was conducted at CGRF office on 17.04.2018 for which both the complainant and Respondents 1,2,3 and 4 have attended.
  4. Heard both the parties and Respondents were directed to submit MRI data if the same is available.
  5. The Respondent No.4 in his written submission has explained that on elucidation of facts for recording huge KVAH consumption in the meter the complainant was convinced and accepted to pay the entire billed amount. The Respondent has also enclosed copy of the inspection form of CT service which reveals that the meter of the service connection was healthy and found satisfactory. The Respondents have also enclosed complainant's letter addressed to the Chairperson/CGRF dated: 05.05.18 in original.
  6. The Complainant in his letter addressed to the Chairperson/CGRF has informed that he has realized the reasons for which the meter was recorded huge consumption, during the course of conducting personal hearing and satisfied himself that the bill is for the units consumed by him only and hence conceded to withdraw the complaint and accordingly furnished a letter to the effect.
  7. During the teleconversation with the complainant on 07.05.2018 at 12.45 P.M by the Secretary/CGRF, the complainant has informed that he has willfully withdrawn the case.



8. Since the complainant himself requested for withdrawal of his complaint, the case is dismissed.

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 day of 29<sup>th</sup> May 2018.

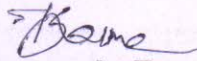
Sd/-  
Member (Finance)

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson

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(Chief General Manager/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.

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