

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 31st day of December 2019
C. G. No: 2/2019-20/Nellore Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. A. Ramdas
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Independent Member

Between

G.Venkata Krishna Reddy,
Gangapatnam,
Indukurpet (M),
Nellore Dt..

Complainant

AND

1. Assistant Accounts Officer/ERO/Indukurpet
2. Assistant Executive Engineer/O/Mypadu
3. Deputy Executive Engineer/O/Indukurpet C & O
4. Executive Engineer/O/Nellore Rural

Respondents

ORDER

1. Complainant presented a complaint before this forum stating that for his electrical service utilized for the prawn culture, Respondents have raised shortfall amount in his CC bill and requested for revision of Bill.
2. Respondents No. 1,2,3 & 4 submitted their joint written submission to this Forum wherein they have elucidated that complainant service was billed under status '02' for the month of 9/2018 and the meter was changed on 05.10.2018. In the month of 10/2018 average consumption was taken as 32389 units whereas in the month of 11/2018 the CC bill was issued to the consumption 1405 units instead of 20550 units due to SBM software issues. This was identified in the internal audit and the auditors had taken average units as 22974 units, taking the preceding average 3 months average and raised a shortfall amount of

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DESPATCHED

DATE

06

21/12/20

Rs.1,12,610/-. Further they submitted that the recorded MD clearly shows that consumer utilizing the supply full for the said periods and submitted that the shortfall amount against the service was raised as per general terms and conditions of supply.

3. A personal hearing was conducted on two occasions i.e. on 12.11.2019 and on 19.12.2019. Complainant did not attend to both the personal hearings whereas Respondents submitted additional written statement stating that the complainant had paid the total shortfall amount.
4. When complainant was contacted over phone to his registered mobile number Sri Adishesha Reddy said to have been the representative of the complainant informed that he is not willing to attend the personal hearing and also informed to close the case.
5. Since the Respondents submitted that the shortfall amount raised in the complainant's CC bill was paid by the complainant and the complainant himself informed the Forum to close the complaint and failed to attend personal hearing, it can be safely presumed that he has no complaint for raising shortfall amount.
6. In view of the above reasons complaint is dismissed.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order.


This order is passed on this, the day of 31st December 2019.

Sd/-
Member (Finance)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

C.G. No.2/2019-20_Nellore Circle

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 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order

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