

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 31<sup>st</sup> day of December 2019**  
**C.G.No:3/2019-20/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 Subba Reddy,  
Gangapatnam,  
Indukurpet(M),  
Nellore –Dist.

Complainant

**AND**

1.Assistant Accounts officer/ERO/Indukurpet  
2.Assistant Executive Engineer/O/Kodur  
3.Deputy Executive Engineer/O/Indukurpet C & O  
4. Executive Engineer/O/Nellore Rurals

Respondents

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**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 08/ 2017 and the meter was changed on 21.08. 2017. In the month of 8/ 2017 average consumption was taken as 27657 units whereas in the month of 9/2017 the CC bill was issued to the consumption 1925 units instead of 21766 units due to SBM software issues. This was identified in the internal audit and the auditors had taken average units as 22337 units , taking the preceding average 3 months average and raised a shortfall amount of Rs.66,703/-. Further, they submitted that the recorded MD clearly shows that consumer utilizing the supply full for the said periods and submitted that the

**DESPATCHED**

**DATE**

21/12/20

shortfall amount against the service was raised as per general terms and conditions of supply.

3. A personal hearing was conducted for two times on 12.11.2019 and on 19.12.2019. Complainant did not attend to the personal hearings. whereas Respondents submitted additional written statement stating that the complainant had paid the total shortfall amount of Rs.66,703/- included in the July' 2018 on 22.10.2019.
4. When complainant was contacted over phone to his registered mobile number Sri. Adishesha Reddy said to have been the representatives 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**, 3<sup>rd</sup> 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.

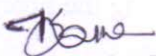
This order is passed on this, the day of 31<sup>st</sup> December 2019.

Sd/-  
**Member (Finance)**

Sd/-  
**Independent Member**

Sd/-  
**Chairperson**

**Forwarded By Order**

  
**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 , 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

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