

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

**On this the 19<sup>th</sup> day of July' 2019**

**C. G. No: 106 /2019-20/Tirupati Circle**

**Present**

**Sri. A. Jagadeesh Chandra Rao**  
**Sri. A. Sreenivasulu Reddy**  
**Sri. D. Subba Rao**

**Chairperson**  
**Member (Finance)**  
**Member (Technical)**

**Between**

L. Gowri Shankar,  
Annur,  
Karvetinagar,  
Chittoor Dist.

Complainant

**AND**

1. Assistant Accounts officer/ERO/Karvetinagaram  
2. Assistant Executive Engineer/Karvetinagaram  
3. Deputy Executive Engineer/Karvetinagar CCO  
4. Executive Engineer/O/Puttur

Respondents

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**ORDER**

- 1) Complainant filed a complaint stating that he is having domestic service connection No.5343305000427 and he is availing supply for a small house having two rooms only . He has paid all the bills promptly but during Apr'2019 a huge bill of Rs.10,932/- was issued hence requested to do justice by reducing the bill amount.
- 2) Respondent No.1 in his written submission stated that during 05/2019 respondent No.2 has sent a letter stating that he has noticed short fall of 3628 units against the removed meter of the above complainant and hence shortfall demand of Rs.10,829/- was raised against the service connection vide RJ No. 28/05-2019. After receipt of complaint respondent No.2 has recommended to revise the bill of shortfall treating as accumulated consumption and apportion the shortfall units from 08/2014 to 06/2018. Accordingly an amount of Rs. 5,037/- was withdrawn vide RJ No.43/06-2019 and the fact was informed to the complainant. The complainant after having satisfied with the revision has paid Rs.6,005/- vide P.R. No. 0489743 and 0489744 dt: 11.07.2019. Thus the grievance of the complainant has been resolved .

**DESPATCHED**  
**DATE** 22/7

C.G.No.106/2019-20\_Tirupati Circle

- 3) On perusal of the account copy of the said service connection it is noticed that an amount of Rs. 5,037/- was withdrawn during 06/2019 and the complainant has paid Rs.6,005/- during 07/2019 and thus the arrears became nil.
- 4) In view of the above since the grievance of the complainant has been resolved by the respondents the complaint is disposed off in favour of the complainant.

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

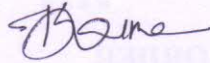
This order is passed on this, the day of 19<sup>th</sup> July 2019.

Sd/-  
**Member (Finance)**

Sd/-  
**Member (Technical)**

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(Chief General Manager/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 within 30 days from the date of receipt of this order

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

DESPATCHED  
DATE