

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

**On this the 25<sup>th</sup> day of September 2020**

**C.G.No:28/2020-21/ Anantapur Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**

**Chairperson**

**Sri. A. Sreenivasulu Reddy**

**Member (Finance)**

**Sri. V. Venkateswarlu**

**Member (Technical)**

**Sri. Dr. R. Surendra Kumar**

**Independent Member**

***Between***

K. Manohar Reddy,  
12-2-441,  
Harihara Street,  
Ashok Nagar ,  
Anantapur,

**Complainant**

***AND***

1. Assistant Accounts officer/ERO/Anantapur Town
2. Deputy Executive Engineer/O/Town/Anantapur Town-2
3. Executive Engineer/O/Anantapur

**Respondents**

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**ORDER**

1. The case of the complainant is that he is having service No.7111101153153 in D-3 section, Anantapur for his water servicing center. The meter was stuck up in the month of February'2020. The meter was changed in March' 2020 with IR port meter and subsequently meter reading was taken in the month of Mar'20. Subsequently in the same month i.e.23.03.2020. Lock down was proclaimed during entire India on account of Covid-19. He received a notice to pay the bill of April'2020 as per the amount paid by him during March'2020. Subsequently in the month of May'2020 he received a bill stating that he consumed 1229 units for Rs.12,093/-. He never received such huge bill from the date of releasing of service and he never consumed such huge units during normal period. The meter was tested on 08.06.2020 and in the lab test it was held that it was OK. The meter was found 'OK' during the lab test even though

**DESPATCHED** C.G.No. 28/2020-21/Tirupati Circle

**DATE** 26/9

the meter readings are regressive during the lab test of the meter when compared with KWH and KVAH readings in the meter as on 07.6.2020 was 1440 units. He is having 5 KVAR capacitors. He was informed that he has received huge bill as the capacitors are in on position in the lock down period. When electrician checked the capacitors it was found equal current is passing to all three phases. When power was given only to the capacitors from the meter the pulses are equal for KWH and KVAH readings and there is no change in the KWH and KVAH readings. So it clearly shows that though there is no utilization of power the KWH readings are progressing and due to that fact only he received huge bill. Hence requested to revise the bill.

2. Respondent No. 1 filed written submission stating that during lock down period the demand for 05/2020 is Rs.12,230/- and for the month of 06/2020 the demand is Rs.1,774/- and bill for total amount of Rs.14,004/- was issued to the complainant. The meter was changed on 06.07.2020 and new meter was fixed with Initial Reading 0001<sup>F</sup> and proposed for revision of bill. Accordingly the bill was reduced by Rs.13,237/- and the amount was adjusted through R.J. No.19/07-2020 within time. Complainant also satisfied with the revision and also submitted satisfaction letter. Respondent No.1 also submitted the copy of the letter issued by the complainant that he is satisfied with the revision of the bill.
3. When complainant was contacted by the staff of the Forum over phone on 01.09.2020 at 11.45 A.M complainant reported that his grievant is resolved.
4. In as much as the grievance of the complainant is resolved 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

