

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

**On this 3<sup>rd</sup> day of November 2020**  
**C.G.No:48/2020-21/ Anantapur Circle**

**Present**

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

**Chairperson**

**Sri. V. Venkateswarlu**

**Member (Technical)**

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

**Independent Member**

**Between**

M.Basheer Ahamad  
S/o. Late M. Abdul Sab,  
D. Hirehal,  
Rayadurg Taluk ,  
Anantapur (Dt)

Complainant

**AND**

1. Assistant Accounts officer/ERO/Rayadurg
2. Deputy Executive Engineer/O/Rayadurg
3. Executive Engineer/O/Kalyanadurg

Respondents

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**ORDER**

1. The case of the complainant is that he is presently residing in Hyderabad. He is using his house at D.Hirehal as a guest house. His visit to this place is limited to 3 days in every month and house will be under lock during the rest of the period. Since February'2020 he has not visited the house due to Corona. Watchman who does not reside in the house switches on the lights of 40 W during the night. He discovered discrepancy in billing and equally the meter reading from Dec'2019. The same was brought to the notice of local staff, the reply was that the door was lock and they were unable to read the meter, hence discrepancy. Immediately he took steps for shifting of the meter to have easy access to the staff. But situation went to alarm that they went to start to record units that were not present. He was informed that meter was stuck up and as a remedy they will replace the meter which never happened. The statement of meter being stuck about its working is absurd as he started record the reading every week and the attachment is itself explanatory. He approached next immediate levels to spandana in the month of July' 2020 who were kind enough to answer his query and promised that it is billed without any reference and the same will be refunded and rectify during September billing. But the local staff send the bill with same figure which has been appearing from 6 months and being left with no option.

**DESPATCHED**

**DATE** 5/11 G.No:48/2020-21/Anantapur Circle

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2. Respondents filed written submission stating that service connection No.7521203001672 of D. Hirehal is inspected and found that the meter was inside the premises and billed with average units from June'2020 to September' 20 under meter stuck up status and found that meter is in working condition. Hence the bill revision is recommended and Rs.1,598/- is withdrawn vide RJ No.8/9-2020 . The meter was also brought outside with new one as per the request of the complainant. Meter could not be replaced due to non - availability of meters during Covid-19.
3. Complainant when contacted over phone by the Secretary/Forum on 05.10.2020 at 11.35 A.M, he stated that he is satisfied with the revision of the bill and requested to close his grievance.
4. In as much as the grievance of the complainant is resolved by the respondents the compliant 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.

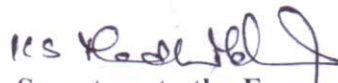
This order is passed on this, the day of 3<sup>rd</sup> November' 2020.

Sd/-  
Member (Technical)

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.