

**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 June' 2021**  
**C.G.No.04/2021-22/Anantapur Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**  
**Sri Y.Sanjay Kumar**  
**Sri. Dr. R. Surendra Kumar**

**Chairperson**  
**Member (Technical)**  
**Independent Member**

***Between***

Divya Machineni, CEO,  
M/s. Dharani Vyavasaya and Marketing Paraspara Sahaya  
Shakara Sangam Ltd.,  
Chennekothapalli (V),  
Anantapur -Dist

**Complainant**

***AND***

1. Executive Engineer/O/Anantapur
2. Superintending Engineer/O/Anantapur
3. CGM/R&IA/Tirupati
4. CGM/O&M/Tirupati

**Respondents**

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**ORDER**

1. CEO of Dharani Vyavasaya & Marketing Paraspara Sahayaka Sahakara Sangam filed this complaint on behalf of above said co-operative society alleging that they have installed 26.4 KWp roof top solar plant at their processing unit in Chennekothapalli with a net meter facility in the year 2016. They also entered into purchase agreement with licensee on 27.06.2016 for export of additional electricity generated in their solar plant. Since then, they are getting only minimum charges till June' 2020. In July'2020, they have received increased bills. When they contacted AE/Naga

**DESPATCHED**

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Samudram Gate (NS Gate) it was informed to them that the solar export readings were wrongly billed in May' 2020 i.e. around 16,000 units more than what they exported. It was also informed to compensate the wrong entry by APSPDCL staff member, they have started charging them extra in their monthly bills showing solar export value as zero which is unacceptable and unfair. They have contacted the officers at Dharmavaram between July'2020 and February'2021 and also contacted Superintending Engineer in the month of November' 2020 and February' 2021. But the mistake was not rectified. Hence requested to refund all the additional charges collected and take action against the staff who committed the mistake.

2. Executive Engineer/O/Anantapur filed written submission stating that after the complainant proposals were submitted by assistant engineer and basing on that Assistant Accounts Officer submitted proposal for revision of bill for withdrawal of Rs.48,589/- and the same was approved and that amount was credited vide RJ No.06 dt 28.05.2021. The grievance of the consumer is resolved. Hence complaint may be dismissed.
3. When contacted by the staff of the forum over phone on 02.06.2021 at 11.40 A.M one Mahesh in-charge of Complainant's society said to have been informed that the grievance was resolved and satisfaction letter will be submitted.
4. CEO sent a mail which was received by this forum on 15.06.2021 stating that they have detailed discussion with AE. They have agreed about the mistake and they intended to close the complaint.

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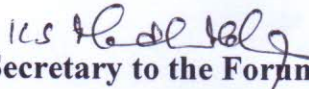
5. In as much as the grievance of the complainant is resolved by the respondents the complaint is disposed off accordingly.

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson

Forwarded By Order

  
Secretary to the Forum

**This order is passed on this, the day of 25<sup>th</sup> June'2021**

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.

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 (O&M)/ Operation)/ CGRF/ APSPDCL/ Tiruati.

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.