

**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:21/2019-20/ Guntur Circle**

**Present**

Sri. A. Sreenivasulu Reddy

Member (Finance)

Sri. V. Venkateswarlu

Member (Technical)

Sri. Dr. R. Surendra Kumar

Independent Member

***Between***

N.Vidya Sagar,  
No. 50 C/14,  
Guntur D-5,  
Guntur Dt.

Complainant

**AND**

1. Assistant Accounts Officer/ERO/Guntur Town 4
2. Deputy Executive Engineer/ Guntur Town-4
3. Executive Engineer/O/Guntur Town - 1

Respondents

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**ORDER**

1. The case of the complainant is that meter reading was not taken by the department every month due to lock down. This month (June'2020) they received a bill for Rs.10,280/-. They observed the meter reading count taken from March'2020 to June' 2020. Being a rented person not able to pay such huge amount.
2. Respondent No.3 filed written submission stating that due to lock down the readings were not taken for the months of April'2020 and May '2020 for LT Service Connection No.1134100208174 in D-5 Guntur Section. As per the report of DEE/O/Town-4 Guntur reading was recorded through IRDA Port scanning as 2689 on 06.06.2020 and the CC bill was issued for the consumption of 1199 units. But reading was manually recorded as 1490 on 17.05.2020 and CC bills issued accordingly to 75 units only for 2 months period of lock down. Hence the CC bill was

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revised by apportioning the total consumption of 1376 units (2689-1313) from the reading 1313 recorded through IRDA Port scanning on 08.03.2020 to the reading 2689 recorded through IRDA Port scanning on 06.06.2020 at an average consumption of 459 units per month for the period of three billing months. An amount of Rs.2,051/- was withdrawn from June' 2020 CC bill for an amount of Rs.10,280/- vide RJ No.05/06-2020 The complainant has to pay an amount of Rs.8,229/- less the amount if any already paid up to June' 2020. This was happened only due to lock down in view of COVID-19.

3. When the complainant was contacted over phone by the secretary of the forum on 03.09.2020 at 1.15 P.M., complainant stated that he is satisfied with the revision and requested to close the complaint.
4. In as much as the grievance of the complainant is 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 25<sup>th</sup> September 2020.

Sd/-  
**Member (Finance)**

Sd/-  
**Member (Technical)**

Sd/-  
**Independent Member**

**Forwarded By Order**

*K.S. Reddy*  
**Secretary to the Forum**

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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.