

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

**On this the day of 1<sup>st</sup> February' 2021**  
**Complaint ID 47422020/ 2020-21/Ongole Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**  
**Sri. R.M.M. Baig**  
**Sri. Dr. R. Surendra Kumar**

**Chairperson**  
**Member (Finance)**  
**Independent Member**

***Between***

M/s. American Tower Corporation,  
R.S.No.428/2,  
Ward No.6,  
Giddalur  
Prakasham Dt..

Complainant

**ORDER**

1. Authorized signatory by name Gopaiah filed this complaint on behalf of M/s. ATC Telecom Infrastructure Pvt. Ltd. Stating that in the month of July' 17 EB meter was burnt and average bill was issued in July'2017 for 6569 units for an amount of Rs.68,396/- and meter was replaced. Abnormal bill was issued in Aug'2017 for 12329 units for an amount of Rs.1,27,588/- Their monthly consumption is in the range of 6115 units amounting to Rs.66,541/- which is evident from the records except the abnormal bill issued in the month of August' 17. They have not added any extra load either before or after August'17 and the bill issued for the month of August'17 is quite abnormal and liable to be revised.
2. The complaint was filed before this Forum on 26.02.2020. Since the complaint was filed after two years after cause of action arose, the complaint was posted for hearing to hear about the maintainability of the complaint before this Forum.

**DESPATCHED**  
DATE 3/2

3. Personal hearing through video conferencing was conducted on 12.06.2020. Kasimvalli representative of the complainant was present. EE /O/Markapur stated that he will look into the matter. Hence the matter was adjourned.

Subsequently EE/O/Markapur filed written submission stating that the bill was revised duly withdrawing the excess units of 2628 units for an amount of Rs. 30,882/- vide RJ No. 13/12-2019 dt: 10.12.2019. Consumer has also given satisfaction letter.

4. Authorized signatory Gopaiah Aradala addressed a letter to AE/O Giddalur stating that the dispute was cleared and given acknowledgment for satisfactory response and copy of the same is filed before the Forum.
5. The secretary of the Forum when contacted the registered mobile number of the complainant 9704422740 on 11.01.2021 at 11.15. A.M. and representative of the complainant informed that their grievance was resolved and complaint may be closed.
6. 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 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 1<sup>st</sup> February'2021.

Sd/-  
**Member (Finance)**

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 (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/  
Tirupati.

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.