

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

**On this the 23<sup>rd</sup> day of March' 2021**  
**C.G.No.33/2020-21/Ongole Circle**

**Present**

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

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

**Between**

**B. Raja Sekhar ,**  
**C/o. Sannidi Ramesh House,**  
**Vidyanagar Line,**  
**Markapur,**  
**Prakasam -Dist**

**Complainant**

**AND**

**1.Assistant Accounts Officer/Markapur**  
**2.Deputy Executive Engineer/Markapur**  
**3.Executive Engineer/Markapur**

**Respondents**

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**ORDER**

1. The case of the complainant is that he is residing as a tenant in the house having domestic service connection No. 4222101026308. The meter was stuck up during 12/2019 and issued bill for Rs.1, 044/- for 250 units. He was informed that bills are issued under Meter Stuck-up - Status for the months of 12/2019 to 01/2020 for 250 units and 209 units respectively. The meter was changed on 23.01.2020 and final reading was 6519 units. The meter reading was 6370 units when it was stuck up. It clearly shows that he has paid amount for 418 units Even though the meter is running the reader recorded as meter stuck up. Only 149 units was consumed from 12/2019 to 1/2020 till meter was stuck up. But due to meter reader mentioned as Meter stuck up, he was forced to pay for 418 units though he approached AAO no relief was granted. Hence revise the bill.
2. Respondents No. 1 and 3 filed written submission stating that meter was changed on 23.01.2020 due to struck –up by the field staff. The service was billed under stuck up status in the month of 12/2019 and 01/2020 with 252 and 209 units respectively and for 356 units

**DESPATCHED**

C.G.No.33/2020-21/Ongole Circle

Page 1

25/3



in the month of 02/2020 .When the meter was changed on 23.1.2020 and consumption shown as 208 units. In the new meter which was billed on 15.02.2020 and 148 units have been taken as average from 15.1.2020 to 22.01.2020 for the stuck up period. The average units has been billed 259 units for the past 3 months and 207 .33 units for the previous one year.

AEE/O/Markapur and Dy. EE/O/Markapur has recommended to take average units of 225 for the stuck up period. The contracted load as per BBA is 2 KW. AEE/O/Markapur stated the approximate load is 2.5 KW as per local enquiry as the consumer not co-operated to take actual load in the premises due to spreading of Covid-19. Three months average consumption is 259 units. One year average consumption is 207 units. Average consumption as per load is (144 units per 1 KW) 360 units. But in fact bill reader has billed in live status and recorded 292 units in the month of 11/2019 (bill generated on 15.11.2019). In the next month the bill reader has taken the status of stuck up on 15.12.2019 and 15.01.2020. After hanging of the meter on 23.1.2020, Consumer has billed for the balance units of 148 unit in the stuck up meter and 209 units in the new meter. Total 356 units has been taken in 2/2020. It is not correct to say 148 units as the consumption for the months of 12/2019 and 01/2020. Subsequently as per the instructions of Respondent No.3 the bill was revised with 207 units for 2 months for stuck up period and Rs. 1,006/- has been withdrawn.

3. Personal hearing was conducted on 16.02.2021 through video conferencing. Complainant absent, respondents present and heard.
4. Subsequently when staff of the Forum contacted the complainant on 03.03.2021 at 4.10 P.M complainant represented that this complaint may be closed. It appears complainant satisfied with the withdrawal of Rs.1,006/- by Respondents and did not choose to attend for personal hearing.
5. Since the complainant himself requested to close the complaint, the complainant is disposed off accordingly as closed.

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 23<sup>rd</sup> March'2021.

Sd/- Sd/- Sd/- Sd/-  
**Member(Finance) Member(Technical) Independent Member Chairperson**

**Forwarded By Order**

ics Reddy

**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/ Tiruati.

Copy to the Chairperson/CGRF/APCPDCL/Vijayawada

Copy submitted to the Chairman & Managing Director/APCPDCL/Vijayawada

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.