

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

**On this the 12<sup>th</sup> day of March' 2021**  
**C.G.No.34/2020-21/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***

Smt P. Dhanalakshmi,  
C/o Y.Ravindra Babu,  
Wood Nagar,  
Chirala,  
Prakasam -Dist

Complainant

***AND***

1.Assistant Accounts Officer/Vetapalem  
2.Deputy Executive Engineer/Vetapalem  
3.Executive Engineer/Chirala

Respondents

**ORDER**

1. The case of the complainant is that Y. Ravindra Babu, Lessee presented the complaint stating that the Sc .No.4455101009788 under Cat-V filed the complaint stating that meter was burnt on 12.7.2019 and new meter was provided. They have given bill for Rs.46,500/- basing on average reading and he paid the amount. But again they have issued notice on 24.10.2019 towards additional shortfall amount of Rs.35,600/-. But he did not pay that amount and requested to withdraw the shortfall amount levied against the service.

2. Respondents filed written submission stating that in October' 2019 the periodical internal audit was conducted during 03.10.2019 to 11.10.2019 by S.

**DESPATCHED**

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Prasad Rao, Chartered Accountant/ Nellore and noticed the consumption pattern between December 2018 to August'2019 which is as follows:

Month	Opening Reading	Closing Reading	Units	Status	Remarks
12/18	165715	175870	10155	1	
01/19	175870	192936	17066	1	
02/19	192936	200734	7798	1	
03/19	200734	205800	5066	1	
04/19	205800	219462	13662	1	
05/19	219462	235049	15587	1	
06/19	235049	238192	3143	1	Low Consumption
07/19	238192	238192	17965	11	Burnt Average
08/19	238192	4058	4053	4	Low Average

The above consumption pattern in 06/2019 and 8/2019 shows that less number of units billed. Hence shortfall units arrived for these months by taking average from 03/2019 to 5/2019. Basing on the above said calculation an amount of Rs.35,788/- recommended as shortfall. Hence the same was intimated to consumer through 15 days' notice before including in CC bill vide Lr. No. JAO/SERO/VTM/BS.HV /NS/F. Audit /D.No.247/19 dt: 24.10.2019 and the same was included in CC bill vide RJ No.44/11-2019. As a result consumer is liable to pay the amount.

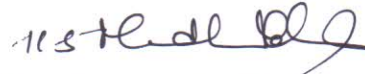
3. A Personal Hearing was conducted through Video –Conferencing on 16.2.2021. Ravindra Babu, Lessee who presented the complaint was present and represented that his grievance was resolved. Subsequently Executive Engineer submitted the copy of the letter of satisfaction given by Ravindra Babu.
4. In as much as the grievance of the complainant is resolved by the respondents the complaint is disposed off.

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 12<sup>th</sup> March'2021.

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