

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

**On this the 9<sup>th</sup> day of December' 2020**

**C.G.No:16/2020-21/ Tirupati Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**  
**Sri. V. Venkateswarlu**  
**Sri. Dr. R. Surendra Kumar**

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

***Between***

M/s Y. Raja Enterprises,  
D.No:49,  
Pulavanigunta,  
Renigunta Road,  
Tirupati,  
Chittoor -Dist

Complainant

***AND***

Respondents

1. Assistant Account Officer/Tirupati -1
2. Deputy Executive Engineer/Tirupati Operation - 2
3. Executive Engineer/O/Tirupati Town

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**ORDER**

1. Complainant filed a complaint before this Forum stating that they are having service no. 553451008342 in the name of M/s. Y. Raja Enterprises with a load of 99 HP. He received a shortfall billing notice on 24.09.2019 stating that they are having 146.71 HP. But in fact he is having only load of 90 HP. He requested to withdraw shortfall billing notice for an amount of Rs.62,257/-.

Complainant further stated that he addressed a letter to DE on 30.09.2019 with load details and he has inspected the premises and found that he is not having the load as mentioned in the notice. Hence requested to return the amount.

2. Respondent No.3 in his written submission stated that the short billing assessed was explained to the consumer and the consumer has satisfied with the billing and given satisfaction letter stating that there is no dispute in the short billing. Further, it is also submitted that the consumer has stated in his letter that he will regularize his additional load of 48 HP within one month by converting LT service into HT service.

**DESPATCHED**  
DATE 10/12

3. A personal hearing through video conferencing was conducted on 17.11.2020. Complainant absent and Respondent No.3 Present. Respondent No.3 in the Video – Conferencing informed that the complainant is satisfied and had given satisfaction letter.
4. Proprietor of the company himself contacted secretary /Forum on 01.12.2020 at 4.30 P.M. over phone and informed that their grievance was resolved and requested to close the complaint.
4. In as much as the grievance of the complainant is resolved the complaint is disposed off accordingly.

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 9<sup>th</sup> December'2020.

Sd/-  
**Member (Technical)**

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 (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.