

**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:37/2020-21/Tirupati Circle**

Present

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

Chairperson  
Member (Technical)  
Independent Member

*Between*

N.Venu Gopal Reddy,  
Kurabalakota,  
02, CMK,  
Madanapalli,  
Chittoor -Dist

Complainant

AND

1.Assistant Accounts Officer/ERO/Madanapalli  
2.Deputy ExecutivEngineer/O/Madanapalli Rural  
3.Executive Engineer/O/Madanapalli

Respondents

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**ORDER**

1. Complainant filed a complaint before this Forum for withdrawal of Short fall assessment notice issued by the department by over sight for an amount of Rs.1,64,212/- for SC No.5213202000827.
2. Respondents No.1 to 3 submitted joint written submission stating that RJ raised bearing No.24/09-2019 to the SC No.5213202000827 and withdrawn the shortfall assessment amount of Rs. 83,865/-. At the time of Internal audit, the audit party has not considered the withdrawal of RJ in respect of SC No. 5213202000827 of Kurabalakota section and issued an audit para against rising of shortfall for 16,089 units and further stated that the Deputy Executive Engineer/Rurals/Madanapalli has confirmed that the energy meter fixed to the said service is healthy and is in good condition only and the said meter was not replaced till to date, and the respective consumer paying CC charges regularly. But while taking reading on 06.09.2019 the meter not displayed reading. Hence

**DESPATCHED**

**DATE** 10/12

the meter status is mentioned as "No display". But the consumer informed the AEE/O/Kurabalakota that the meter showing display, the AEE concerned inspected the premises and found that the meter is in working condition only. The AEE concerned has taken check readings also. They are **KWH: 134057, KVAH: 140158 & MD: 24.6.**

Due to the said reason, AEE concerned has changed the meter status from stuck up to Live i.e. from status '02' to status '01'. In view of the above reasons, the respondents again withdrawn the Audit Para shortfall amount of Rs.1,64,912/- levied vide RJ.No.02/11-2020. Hence requested to close the complaint.

3. A personal hearing through video conferencing was conducted on 17.11.2020. Complainant and Respondent No.3 present. Respondent No. 3 in Video-Conferencing submitted that the complainant is satisfied and requested to close the case. The complainant also expressed his satisfaction and requested to close the complaint.
4. Since the grievance of the complainant is resolved, the complaint is disposed off accordingly in favor of the complainant.

If aggrieved by this order, the Complainant may represent to the Vidyt 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**

*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 (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.