

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 23<sup>rd</sup> th day of February' 2021**  
**C. G. No: 83/2020-21/ Tirupati Circle**

Present

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

Chairperson  
Member (Finance)  
Independent Member

*Between*

G. Ravi Prasad,  
2/151/1,  
B.K.Palli,  
Madanapalli,  
Chittoor Dist.

Complainant

AND

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

Respondents

\*\*\*\*\*

**ORDER**

1. The case of the complainant is that the department levied short fall assessment amount of Rs.78,878/- to his service SC No.5211300042758 stating that meter was stuck up during March'2020 to November'2020, the same amount was paid by the complainant. Again the department levied Rs.86,311/- towards Back Billing assessment amount and the same amount was included in the CC bill during December'2020. Hence the complainant registered a complaint before the forum requesting to withdraw the Back billing amount levied to his service as he did not utilize the supply during May'2020 due to Covid-19 and also DTR failed during

**DESPATCHED**

DATE

C.G.No.83/2020-21/Tirupati Circle

Page 1

November'2020. The case was registered as C.G. No. 83/2020-21 Tirupati Circle dt: 18.01.2021.

2. Respondents No. 1 & 3 filed a joint written submission stating that the complainant has agreed with the departmental billing pattern and he has satisfied with the billing which took place to lodge the complaint in the Hon'ble CGRF/ Tirupati and further stated that the complainant has given his consent letter regarding withdrawing of his complaint lodged against Back billing assessment amount raised in the month of May'2020 (complainant satisfaction letter enclosed). Hence requested the forum to drop the complaint and to pass orders accordingly.
3. When the complainant was contacted by the secretary of the forum on 30.01.2021 @ 3.45 P.M, he expressed his satisfaction and requested to close the case.
4. In as much as the grievance of the complainant is resolved 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.

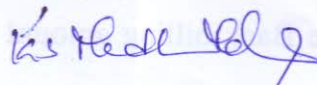
This order is passed on this, the day of 23<sup>rd</sup> February'2021.

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.