

CONSUMER GRIEVANCES REDRESSAL FORUM
SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,
TIRUPATI

This 13th day of November' 2024

C.G.No.144/2024-25/Tirupati Circle

CHAIRPERSON **Sri. V. Srinivasa Anjaneya Murthy**
Former Principal District Judge

Members Present

Sri. K. Ramamohan Rao	Member (Finance)
Sri. S.L. Anjani Kumar	Member (Technical)

Between

Sri. J. Vijay Kumar, D.No.107,
Vishnu Homes, Mangalam,
Tirupati District.

Complainant

AND

1. Assistant Accounts Officer/ERO/Tirupati-2	
2. Dy. Executive Engineer/O/Tirupati -2	
3. Executive Engineer/O/Tirupati Town	Respondents

This complaint came up for final hearing before this Forum through video conferencing on 12.11.2024 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

ORDER

01. The complainant filed the complaint during the Vidyut Adalat conducted on 06.09.2024 at Tirupati stating that he is having service



connection SC.No.5534305160141 and the respondents issued CC bill for huge amounts and requested to revise the bill.

02. The said complaint was registered as C.G.No.144/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the DPE wing of the department while random inspection of services, inspected the service connection of the complainant on 16.07.2024 and noticed that the existing three phase meter is not recording voltage in one phase (V2) and the consumption has fallen and hence it back billed 171 units from 01.06.2024 to 01.07.2024 and they raised the demand for Rs.682/- and after replacement of the defective meter the new meter is recording actual consumption and they informed the complainant that if he is not satisfied with the performance of the meter, he can challenge the meter performance by paying meter testing charges but so far the complainant did not pay the meter testing charges.

03. Heard respondents through video conferencing. Complainant remained absent. According to the respondents the existing meter is in good condition recording actual consumption and it is for the complainant to pay the meter testing charges if he dispute the correctness of the meter performance. We too agree with the

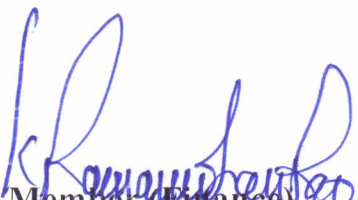


contention of the respondents that the complainant has to pay the meter testing charges as he is disputing the correctness of meter reading but he has not paid the meter testing charges though he was informed the same by the respondents. The complainant did not attend the enquiry to deny the statement of the respondents and hence we find no merit in the complaint. Accordingly, the complaint is closed. There is no order as to costs.

04. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3rd Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 13th day of November'2024.


CHAIRPERSON


Member (Finance)
13/11/2024.


Member (Technical)

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and All the Respondents

Copy Submitted to

**The Chairman & Managing Director/Corporate Office/APSPDCL/
Tirupati.**

**The Vidyt Ombudsman, 3rd Floor, Plot No.38, Sriramachandra
Nagar, Vijayawada-08.**

**The Secretary/Hon'ble APERC/Vidyut Niyantana Bhavan, Adjacent
to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu
Road, Kurnool-518002, State of Andhra Pradesh.**

The Stock file.

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