

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

**On this the 28<sup>th</sup> day of April , 2015**

**In C.G.No:159/ 2014-15/Kadapa Circle**

***Present***

***Sri P.Venkateswara Prasad***  
***Sri A.Sreenivasula Reddy***  
***Sri T. Rajeswara Rao***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***

***Between***

Sri H.Chengal Raju  
S/o H.Pitchi Raju  
Vengamarajupodu  
Anantharajupeta – Post Office  
Rly Kodur  
Kadapa – Dist  
516101

Complainant

***And***

1.Junior Accounts Officer/Kodur  
2. Assistant Accounts Officer/Kodur  
3.Assistant Engineer/Kodur Rural  
4.Assistant Divisional Engineer/Kodur

Respondents

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Sri.H.Chengal Raju is a resident of Vengamarajupodu village, Anantharajupeta – Post office ,Rly Kodur Mandal, Kadapa- Dist. herein called the complainant, in his complaint dt:19-09-2014 filed in the Forum on dt:19-09-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that:

1. He is the resident of Vengamarajupodu village ,Anantharajupeta post office, Rly kodur Mandal ,Kadapa – Dist.

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2. . He has Agricultural Service connection with service no:37.
3. The bills are stopped to his service connection.he wants to receive bill to his service connection.

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent -III i.e. the Assistant Engineer/Rural Section/Kodur in his written submission dt:24.01.2015, received in this office on dt:05.02.2015 stated that:**

1. The complainant Sri H.Chengal Raju S/o Pitchi Raju has lodged complaint regards Bill stop to live his Agricultural Sc.No:37 in the Hon'ble Forum for the Redressal of the consumer grievances ,Tirupati.
2. The Sc.No:37 was under bill stop mode proposals submitted for bill stop to live Vide LR No.AE/R/KDR/F.No /D.No:917/14MDT 22/09/2014.The same was got in to live vide RJ No:35/9-14 on 22/09/2014.

**Findings of the Forum:**

1. During the Vidyuth Adalath conducted at Kodur on 19.09.2014 by the Forum,Sri H.Chengal Raju of Vengamarajupodu has made a complaint before the Forum requesting to revive his Agricultural Service from bill stopped to live and to issue bills in his favour since he has cleared all the dues against the service.
2. The Respondent No 3 in his submission has stated that the bill stopped service has been made live on 22.09.2014.
3. As could be seen from the Account Copy of the service, it is evident that though the complainant has cleared the dues prior to January 2014 (He has paid the amount on 31.01.2013 vide P.R.No 3669947 as per his complaint) the service was not made live till he lodged a complaint before the Forum.
4. The CGM/Revenue & Internal Audit/ APSPDCL is advised to cause instructions to all the concerned to take necessary action in making the service live immediately after receipt of full dues with RC fees so as to avoid hardship to the consumers.

**ORDER**

Since the grievance of the Complainant for revival of bill stopped service is done with by the Respondents immediately after receipt of complaint the case is disposed off accordingly with an advice to the CGM/Rev & IA to cause instructions to all the concerned to ensure for revival of bill stopped services immediately after receipt of full dues with RC fees.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1<sup>st</sup> Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 28<sup>th</sup> day of April 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(Accounts)**

Sd/-  
**Chairperson**

**True Copy**

**Chairperson**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.