

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

On this the 31st day of March, 2015

In C.G.No: 164/ 2014-15/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Smt G.Ramamma
W/o G.Venkata Ramanaiah
RamiReddy Palli
Saidayapalli – Post Office
Rapur
Nellore - Dist

Complainant

AND

1.Assistant Accounts Officer /Gudur
2.Assistant Engineer/Rapur
3.Assistant Divisional Engineer/ Rural Gudur
4.Divisional Engineer/| Gudur

Respondents

Smt G.Ramamma W/o G.Venkata Ramanaiah RamiReddy Palli Village ,Saidayapalli Post, Rapur Nellore – Dist herein called the complainant, In her complaint dt:20-09-2014 filed in the Forum on dt: 20-09-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. she is a consumer of Rami Reddy Palli village ,Saidayapalli Post,Rapur ,Nellore – Dist with Sc.No: 125.
2. she was received bill for Sc.No :124 instead of Sc.No: 125 and she paid an amount of Rs 895/-

CG.No:164/2014-15/Nellore Circle

3. Due to the non- payment of bill for her Sc.No i.e., 125 the staff asked for payment of bill
4. The Consumer given complaint in Vidyuth Adalath Progamme on 20.09.2014 at Rapur about the wrong posting of bills.

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

The respondent-II i.e. the Assistant Engineer /Operation /Rapur in his written submission dt:05-03-2015, received in this office on dt:09-03-2015 stated that:

1. The Consumer given complaint in Vidyuth Adalath Progam on 20.09.2014 at Rapur about the wrong posting of bills.
2. The problem of wrong posting bills of G.Ramamma W/o G.Venkata Ramanaiah RamiReddy Palli Village is rectified.

The respondent-I i.e. the Assistant Accounts Officer /ERO /Gudur in his written submission dt:07-03-2015, received in this office on dt:19-03-2015 stated that:

1. He submit that the consumer of Sc.No:125 Smt. G.Ramamma,C/o Venkata Ramanaiah,Ramireddypalli distribution of Rapur mandal has complained CG No:164/2014-15 that she has paid Rs .895/- on 25.03.2014 to Sc.No.124 Ramireddypalli instead of 125 Ramireddypalli.
2. Accordingly the grievance has been rectified through RJ.No.34/09-2014 a copy of the R.J and Account copies of 124 and 125 of Ramireddypalli are here with enclosed for perusal.

Findings of the Forum:

1. Smt G. Ramanamma, the complainant in her complaint to the CGRF during special Vidyuth Adalath held at Rapur on 20.09.2014, stated that

due to receipt of wrong service bill ,She has paid the amount to Sc.No:124 instead of Sc.No :125 and requested for rectification.

2. The Respondents have rectified the erroneous payments of the complainant to her correct service and thus the grievance has been resolved immediately.

ORDER

The Grievance of the Complainant has been redressed by the Respondents immediately and hence the case allowed and disposed off accordingly.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st 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 31st day of March 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.