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

On this the 16<sup>th</sup> day of March 2018 In C.G. No: 170/2017-18/Guntur Circle

Present

Sri. A. Jagadeesh Chandra Rao

Sri. A. Sreenivasulu Reddy

Sri. D. Subba Rao

Sri. Dr. R. Surendra Kumar

Chairperson

Member (Finance)

Member (Technical)

Independent Member

Between

Sri.D. Venkata Nageswara Rao, Sangam Bazaar, Sattenapalli Guntur – Dist Complainant

And

1. Assistant Accounts Officer/ERO/ Sattenapalli

2. Assistant Engineer/O/ Sattenapalli Town

3. Assistant Divisional Engineer/O/ Sattenapalli

Divisional Engineer/O/Narasaraopet

Respondents

## \*\*\*

## **ORDER**

- 1. During the Vidyut Adalat conducted at Sattenapalli on 12.10.2017 Sri. D. Venkata Nageswara Rao of Sangam Bazaar Sattenapalli presented a complaint before this Forum. The complainant in his complaint has informed that he is having domestic service connection No.1324100005085. The meter of the said service connection was burnt at terminal during 05/2017. On payment of the meter burnt charges, the department has replaced the burnt meter with healthy one. After six months the Respondents have issued a huge bill raising shortfall of Rs.4,168/- from 09/2016 to 07/2017 and insisted him to pay the amount. Finally the complainant has requested to delete the shortfall amount and issue revised bills.
- 2. The Respondents No.2,3 and 4 filed joint written submissions wherein they have explained that the energy meter of the complainant service was got burnt and hence replaced on 27.05.2017. The complainant has approached the office of Respondent No.3

C.G.No.170/2017-18\_Guntur Circle



in 09/2017 after getting bill for 853 units. Then a letter was sent to Respondent No.1 to apportionate the accumulated consumption from 06/2017 to 09/2017. Accordingly the Respondent 1 has revised the bill and an amount of Rs. 4,102/- was withdrawn during January'2018 and thus resolved the grievance of the complainant.

- 3. When the complainant was contacted over phone at 11.00 A.M. on 22.02.2018 by the Secretary/ CGRF, the complainant has expressed his satisfaction in resolving the billing grievance. Further on perusal of the account copy of the said service connection it is evident that an amount of Rs.4,102/- was withdrawn during Jan'2018. Satisfying with the revision the complainant has cleared the balance dues during Feb'2018.
- 4. In view of the above, the complaint is disposed off in favour of the Complainant.

If aggrieved by this order the complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, and Flat No: 401,4<sup>th</sup>Floor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063, within 30 days from the date of receipt of this order.

This order is passed on this, the 16th day of March 2018.

Sd/-

Sd/-

Sd/-

Sd/

Member (Finance)

Member (Technical)

**Independent Member** 

Chairperson

Forwarded By Orders

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/Operation)/CGRF/APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4th Floor, Ashoka Chambers, Opposite to MIA Quarters, Adarsh Nagar Hyderahad, 500063

Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

C.G.No.170/2017-18\_Guntur Circle

STANTENCE OF THE STANTE