

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

On this the 09th day of January 2018

In C.G. No: 20 /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 G.Siva Rama Koteswara Rao ,
D.No:9-10-556,
7th line,
Shyamala Nagar
Guntur – Dist

Complainant

And

1. Assistant Accounts Officer/ERO/Guntur Town 2
2. Assistant Engineer/O/ D4 Guntur
3. Assistant Divisional Engineer/O/Guntur Town 2
4. Divisional Engineer/O/T-I/Guntur

Respondents

ORDER

1. Sri G.Siva Rama Koteswara Rao of Shyamala Nagar, Guntur –Dist presented a complaint before this Forum and same was registered has C.G.No:20/2017-18/Guntur Circle. In his complaint, the complainant has informed that he is having a domestic service bearing No: 1122200196699. When he has approached the Respondent No.1 and informed that he is not getting supply, the Respondent has deputed staff for inspection and after inspection he was informed to pay Rs.950/- on 12.01.2017 to replace the meter. On his payment of said amount on 12.01.2017 a new meter was erected but surprisingly the Respondents has informed that 972 units are yet to be billed. He has also paid Rs.100/- for testing of meter on 16.01.2017 on the advice of the Respondents but the meter was not tested since the meter was burnt out. His approximate monthly consumption is around 200 to 240 units only but the Respondents have imposed 972 units abnormally huge units and insisting him to pay the amount is illegal. Finally he has requested to do Justice.
2. A personal hearing was conducted at Guntur on 13.10.2017. The complainant and all Respondents i.e Respondent No.1 to Respondent No.4 were present.

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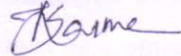
3. Heard both the parties.
4. The Respondent No.4 in his written submission has explained that the CC bill of the complainant service was revised and an amount of Rs. 4972/- was withdrawn vide RJNo:14/10-2017 and also furnished satisfactory letter from the complainant.
5. The complainant in his letter dated 26.10.2017 addressed to CGRF has expressed full satisfaction in resolving his grievance and conveyed his gratitude in reducing his disputed bill.
6. Since the grievance of the complainant has been resolved by the Respondents and complainant himself expressed his satisfaction, 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, Flat No:401, 4th Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the day of 09th January 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 MLA Quarters, Adarsh Nagar, Hyderabad-500063.

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

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