

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

**On this the day of 16<sup>th</sup> March 2018**  
**In C.G.No:229/ 2017-18/Ongole 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. K.V. Subbaiah,  
C/o. K. Venkata Subbaiah,  
Medapi,  
Tripuranthakam,  
Prakasham-Dist

Complainant

**AND**

1. Assistant Engineer/ O/Tripuranthakam
2. Assistant Divisional Engineer/O /Yerragondapalem
3. Divisional Engineer/O/Markapur

Respondents

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**ORDER**

1. During the Vidhyut Adalat conducted at Tripuranthakam on 15.11.2017 Sri. K.V. Subbaiah S/o. K. Venkata Subbaiah of Medapi (V) Tripuranthakam (M) presented a complaint before this Forum wherein he has informed that he is having non domestic service bearing No. 4233214000176 and the bill for the service was issued erroneously on high side and hence requested to revise the same.
2. The AAO/ERO/Yerragondapalem filed his written submissions stating that though the meter was not changed, the CC bill was erroneously issued by taking final reading of 1297 during 12/2016. Based on the recommendations of the Respondent No.1 the bill has been revised by apportioning the consumption from 12/2016 to 12/2017 and an amount of Rs. 12,009/- was withdrawn vide RJ No. 21/11-2017.

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21/3/18

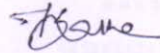
3. On perusal of the account copy of the said service connection it is evident that an amount of Rs.12,009/- was withdrawn during 11/2017.
4. During the teleconversation with the complainant by the Secretary/ CGRF at 10.30. A.M. on 22.02.2018, the complainant has expressed his satisfaction in resolving his billing dispute.
5. In as much as the grievance of the complainant has been resolved by the Respondents 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, 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, 16<sup>th</sup> day March 2018.

Sd/- <b>Member (Finance)</b>	Sd/- <b>Member (Technical)</b>	Sd/- <b>Independent Member</b>	Sd/ <b>Chairperson</b>
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**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 ,4<sup>th</sup> Floor, Ashoka 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.

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