

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

On this the 23rd day of January 2018
In C. G. No: 3/ 2017-18/Kadapa 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. J. Reddaiah,
Rayavaram (P),
Kothajangampalli,
T. Sundupalli,
Kadapa-Dist

Complainant

AND

1. Assistant Accounts Officer/Rayachoty
2. Assistant Engineer/O/T. Sundupalli
3. Assistant Divisional Engineer/Rayachoty
4. Divisional Engineer/O/Rayachoty

Respondents

ORDER

1. J. Reddaiah, Rayavaram(V) Kothajangampalli, T. Sundupalli, Kadapa-Dist has presented a complaint before this Forum through post and the same was registered as C.G. No. 03/2017-18 of Kadapa Circle .The complainant in his complaint has informed that he is having domestic Service.No.2411533000117 and paying all the bills without any pendency but suddenly on 12.04.2017 a huge bill for Rs. 17,064/- was issued. He is having connected load of 1 television 1 bulb and 1 fan only. He is a very poor man and not affordable to pay such huge bill amount. Hence requested this Forum to get the service verified and reduce the bill.
2. The Respondent No.1 in his written submission has explained that based on the proposals of Respondent No. 2 and counter signed by Respondent No.3 to revise the bill apportioning the consumption from 11/2011 to 10/2016, an amount of Rs.11,800/- has been withdrawn taking average of 75 units per month.

ESPATCHED

DATE

30/1/18

C.G.No:03/2017-18/Kadapa Circle

o/c

3. On perusal of the account copy of the said service connection it is observed that an amount of Rs.11,800/- was withdrawn during 05/2017, and the complainant had paid Rs. 2,000/- each during 08/2017 and 10/2017.
4. The complainant in his letter addressed to the respondents vide his letter dated 23.12.2017 has confirmed about the revision of bill and expressed his satisfaction in resolving the billing dispute. He had also promised to pay the balance amount within a month.
5. Since the grievance of the complainant has been resolved by the Respondents to the satisfaction of the complainant, 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, 4thFloor, 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, 23rd day January 2018.

Sd/-
Member (Finance)

Sd/-
Member(Technical)

Sd/-
Independent Member

Sd/-
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.

C.G.No:03/2017-18/Kadapa Circle