

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

On this the 27th day of February 2018

In C. G. No: 255/ 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. P. Mahaboob Bee,
4-8-18,
SBI Colony,
Pulivendula,
Kadapa-Dist

Complainant

AND

1. Assistant Accounts Officer/ERO/Pulivendula
2. Assistant Engineer/O/Pulivendula
3. Assistant Divisional Engineer/O/Pulivendula
4. Divisional Engineer/O/Pulivendula

Respondents

ORDER

1. Smt. P. Mahabbob Bee C/o. Afjal Ahammad resident of D.No.4-8-18 1st line SBI Colony Pulivendula presented a complaint before the Forum during the Vidhyut Adalat conducted at Pulivendula on 13.12.2017. The complainant in her complaint has informed that she is residing in the house of Sri. P. Bikari Basha on rental basis in which Service Connection No. 2511201008706 is existing. She has requested to replace the defective meter and revise the bill.
2. The Respondent No.1 in his written submission has explained that HSC No.2511201008706 of Pulivendula was billed with abnormal units for the month of 11/2017 due to meter defective. The bill has been revised by taking average of 79 units per month and an amount of Rs. 4,100/- was withdrawn during 12/2017. Satisfying with the revision the complainant has paid the balance amount of Rs. 340/- vide PR No. 2481854 Dt: 14.12.2017. The Respondent No.1 further submitted that the Respondent.

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No.2 has replaced the defective meter with a healthy one on 25.11.2017 vide Change Slip No.37305.

3. On perusal of account copy of the said service connection it is evident that an amount of Rs.4,100/- was withdrawn during 12/2017 and the Complainant has paid Rs.340/- during the same month and thus the arrears became zero.
4. During the teleconversation by the Secretary Forum at 4.55 P.M. on 07.02.2018, the complainant has expressed her satisfaction in resolving the grievance.
5. Since 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, 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, the 27th day of February 2018.

Sd/- Member (Finance)	Sd/- Member (Technical)	Sd/- Independent Member	Sd/- Chairperson
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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 ,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.