### BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

## IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P.LIMITED TIRUPATI

On this the 20<sup>th</sup> day of February 2018

In C.G. No: 217/2017-18/Kurnool 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

Smt. E. Pyari Begum, 5-27-49, Vizag Camp, Sunnipenta, Kurnool Dt. Complainant

AND

- 1. Assistant Accounts Officer/ERO/Nandikotkur
- 2. Assistant Engineer/Op/ Sunnipenta
- 3. Assistant Divisional Engineer/OP/Atmakur

Respondents

# ORDER

- During the Vidut Adalat conducted at Srisailam on 16.11.2017 Smt. E. Pyari Begum
  Vizag Camip Sunnipenta presented a complaint before this Forum wherein she has
  informed that she is getting huge bills for non domestic service and requested to
  transfer the category from Category II to I or reduce the bill to the extent possible.
- 2. The Respondents. No.2 and 3 submitted their replies separately. The Respondent No. 2 has informed that he has physically inspected the service on 10.12.17 and found that kirana and cool drink shop is existing in service No. 8331401005103 and also noticed a Fridge of Alwyn make is present without having on and off control arrangements and the same is recording nearly 3 units per day. Hence he has advised the complainant to replace the old fridge with ISI standard one so as to reduce the huge bills. The Respondent has also certified that the existing meter is healthy one. He has further submitted that since the complainant is availing supply for commercial purpose, Category of the service cannot be changed from II to I.
- As could be seen from the averments of Respondent.2 it is very clear that since the
  complainant is availing supply for other than domestic purpose, the category of the
  service shall be billed under LT Category-II non domestic/commercial only.

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C.G.No.217/2017-18 Kurnool Circle

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4. The complainant is advised to arrange to replace the old fridge with an ISI make to reduce the huge billing. Accordingly the complaint is disposed off in favour of the Respondents.

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.

Signed on this, the day of 20th February 2018.

Sd/-

Sd/-

Sd/-

Sd/-

Member (Finance)

Member (Technical)

**Independent Member** 

Chairperson

Forwarded By Orders

Koma 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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.