

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

On this the day of 23th January 2018

In C.G.No:29/ 2017-18/Nellore 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. Syed. Jaleel,
N.R. Palemdinne,
Kodavalur,
Nellore Dist.

Complainant

AND


1. Assistant Engineer/ O/N.R. Palem
2. Assistant Divisional Engineer/O/N.R. Palem
3. Divisional Engineer/O/Kavali

Respondents

ORDER

1. Syed. Jaleel of North Rajupalem, Kodavulur (M) Nellore Dt. presented a complaint before this Forum through post and the same was registered as C.G.No.29/2017-18 of Nellore Circle. The complainant has informed that CC charges bill for the month of May'2017 was issued for Rs. 47,954/- and he has requested to verify the bill through the departmental staff and do the needful since he is a common man earning his daily bread by driving an auto rickshaw. He has also informed that he has been paying the electricity bills regularly for the past 15 years. During 11/2016 the lineman, Respondent.1 and others visited his house and told his wife that the meter is defective and need to be tested in the MRT lab and replaced the meter on 02.12.2016. While doing so the department people did not asked him nor intimated him about the testing. An amount of Rs.48,854/- included in the bill of March'2017 suddenly and asked him to pay such huge amount which is not affordable by him. Finally he has requested the Forum to do justice.

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DATE
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2. The Respondent No.2 in his written submission has explained that huge bill was issued due to meter creeping and hence the entire consumption was apportioned from 03/2009 to 12/2016 at an average of 213 units per month. Finally the bill was revised and settled for Rs.17,674/- and the complainant has paid Rs. 15,000/- in cash and Rs.2,050/- in shape of DD on 20.09.2017 vide PR No. 11797976 and thus resolved the grievance.
3. The complainant in his letter addressed to Respondent.1 has expressed his satisfaction in resolving the dispute by the Respondents 1 and 2 and conveyed his gratitude.
4. On perusal of the bill details in respect of the service connection under question it is observed that an amount of Rs. 30,280/- was withdrawn during 09/2017 and the arrears to end of 12/2017 is nil.
5. Since the grievance of the complainant has been fully 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, 4th 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, 23rd day January 2018.

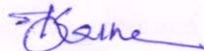
Sd/-
Member (Finance)

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.

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