

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

On this the 26th day of June 2018

C.G.No:309/2017-18/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

A.Sumanth,
Mavillapadu,
Doravarisatram,
Nellore -Dist

Complainant

AND

1. AAO/ERO/Sullurpet
2. AE/O/D.V.Satram
3. ADE/Sullurpet

Respondents

ORDER

1. Sri A.Sumanth has presented a complaint in the Forum on behalf of his grandmother Smt V.Ademma regarding for revision of CC bills to her domestic service No: 3631122000115.
2. Respondent No: 1 in his written submission to the Forum stated that the complainant service is getting CC bills as per his connected load and meter also found running normally. Hence it is not possible to withdraw any part of amount in his demand.
3. Personal hearing was conducted at Circle Office, Nellore on 16.05.2018. Where complainant was absent.
4. Heard the Respondents.
5. Respondents 1 , 2 & 3 have again submitted joint submission wherein they have elucidated that the complainant service was inspected and contracted load is 540 watts. The consumption is in commensurate with connected load. The consumer was

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DESPATCHED
DATE 20/6/18

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flagged under SC/ST sub plan Scheme. She is also getting the subsidy under this plan.

The Respondents have also explained regarding load and bill revision. The complainant satisfied and gave a letter expressing his satisfaction.

6. The Respondent have also enclosed the satisfaction letter addressed to AE/O by Smt V.Ademma wherein complainant grandmother stated that she was satisfied to the work of AE.
7. Since the grievance of the complainant is resolved by the Respondents, accordingly the case is disposed off in favour of complainant.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, and 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 26th day of June 2018.

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|-------------------------|---------------------------|---------------------------|--------------------|
| Sd/- | Sd/- | Sd/- | Sd/ |
| Member (Finance) | Member (Technical) | Independent Member | 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.