# BEFORE THE FORUM

### FOR REDRESSAL OF CONSUMER GRIEVANCES

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

On this the day of 29th May 2018 In C.G. No: 308/2017-18/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)

Between

Sri. P. Anoop Kumar, S/o. P. Mohan Rao,

C-45, DOS Colony,

Sullurpet,

Nellore Dist.

Independent Member

AND

- 1. Assistant Accounts Officer/ERO/Sullurpet
- 2. Assistant Engineer/O/D.V. Satram
- 3. Assistant Divisional Engineer/O/Sullurpet

Respondents

Complainant

#### ORDER

- 1. Sri. P. Anoop Kumar S/o. P. Mohan Rao resident of D. No. C-45 DOS Colony Sullurpet presented a complaint before this Forum during the Vidhyut Adalat conducted at Sullurpet on 24.01.2018. The complainant in his complaint has requested to write off the old arrears and revise the bill standing in the name of his father.
- 2. The Respondents No. 1,2,3 and 4 in their joint written submission have informed that Respondent No.2 has inspected the premises of the complainant and observed that the complainant is having connected load of 1720 watts as against the contracted load of 1.15 KW. The Consumption recorded in the meter is in commensurate with the connected load. Taking into consideration the representation of the complainant that CC bills from 01/2010 to 12/2013 were revised and an amount of Rs.3,270/- was withdrawn and accordingly intimated to the complainant. Satisfying with the revision the complainant has furnished a letter to that effect. The complainant in his letter dated: 18.5.2018 addressed to Respondent No.2 has informed that the Respondents have rectified the erroneous billing

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and withdrawn an amount of Rs.3,270/-. As against the outstanding amount of Rs.20,000/- he has expressed his willingness to pay Rs.15,000/- immediately and requested to permit to pay the balance amount in two installments. He has also expressed his satisfaction in resolving his grievance.

3. Since the complainant himself has expressed his satisfaction in resolving his grievance 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, 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.

This order is passed on this, the day of 29th May 2018.

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 ,4<sup>th</sup> 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.