

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

On this the day of 16th March 2018
In C.G.No:205/ 2017-18/Ongole 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. K. Chinnanarasaiah,
10th ward,
Ramalakshmana Street,
Markapur,
Prakasam Dt.

Complainant

AND

1. Assistant Engineer/ O/Markapur
2. Assistant Divisional Engineer/O/Markapur
3. Divisional Engineer/O/Markapur

Respondents

ORDER

1. Sri. K. Chinna Narasaiah of Ramalakshmana Street 10th ward Markapur presented a complaint before this Forum during the Vidyut Adalat conducted at Markapur on 15.11.2017, wherein the complainant has informed that he is not getting the electricity bills since the service has been recorded as under the code of SS - 06 where as the service is existing under code SS-102. The complainant has finally requested to arrange to issue the bills promptly by changing the master data from SS- 06 to SS - 102.
2. The Respondents. No. 1 and 2 filed their written submissions explaining that the DTR location of the consumer service connection has been rightly connected and a bill for Rs.635/- was issued and the complainant has also paid the bill amount vide PR No. 000560998 dated 09.12.2017 and thus resolved the grievance.
3. The complainant in his letter addressed to the Respondent. No.1 has informed that the AAO/ERO/Markapur and the Respondent No.1 have inspected his service connection

C.G.No:205/2017-18/Ongole Circle

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and took remedial measures and changed the DTR location code and issued the bills. He has expressed his gratitude towards the Respondents in resolving his complaint.

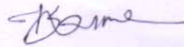
4. When the complainant was contacted over phone at 10.45 A.M. on 23.02.2018 by the secretary/CGRF, the complainant has expressed his satisfaction.
5. Since the grievance of the complainant has been resolved by the Respondents by changing the DTR location and arranged bills, the complaint is disposed 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, 16th day March 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.

C.G.No:205/2017-18/Ongole Circle

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