

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

On this the day of 20th March 2018

In C.G.No:231/ 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. Srinivasulu,
C/o. K. Ramaiah,
Duvvali,
Tripuranthakam,
Prakasham-Dist

Complainant

AND

1. Junior Accounts Officer/ ERO/Yerragondapalem
2. Assistant Engineer/Operation / Tripuranthakam
3. Assistant Divisional Engineer/O/ Yerragondapalem
4. Divisional Engineer/O/Markapur

Respondents

ORDER

1. During the Vidhyut Adalat conducted at Tripuranthakam on 15.11.2017, Sri. K. Srinivasulu presented a complaint on behalf of his father K. Ramaiah of Duvvali (V) Tripuranthakam (M). The complainant in his complaint has informed that he is having a domestic Service Connection bearing No. 4233204000135 and the bill for the service was issued for a huge amount of Rs.5,100/- during 07/2017 and hence requested to rectify the erroneous bill.
2. The Respondent No.1 in his written submission has informed that soon after receipt of the complaint he has verified the details of the billing and noticed that the meter of the service connection was changed due to meter burnt during 06/2016 and average billing was done from 06/2013 to 11/2016. The connected load of the service was only 260 watts and hence based on the recommendation of the Respondent. No.2 bills were revised from 06/2013 to 11/2016 and an amount of Rs.3,062/- was withdrawn


DISPATCHED
DATE
23/3/18

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vide RJ No. 09/01-2018. Satisfying with the revision the complainant has paid an amount of Rs.2,500/- during Feb'2018 and thus the arrears became zero.

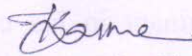
3. On perusal of the account copy it is evident that Rs.3,062/- was withdrawn during Jan'2018 and the complainant has paid the balance dues of Rs. 2,500/- during Feb'2018.
4. When the Secretary/CGRF tried to contact the complainant over phone as many as three times on 23.02.2018 28.02.2018 and 12.03.2018 to his registered Mobile No.9160607679, the call was not effected and hence could not ascertain whether the complainant is satisfied with the revision or not. However since the complainant has paid the balance amount during Feb'2018 after withdrawal of Rs.3,062/-, it is construed that the complainant after satisfying with the revision has paid the balance dues.
5. In the light of the above observations the complaint is disposed offs 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, the day of 20th March 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 ,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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