

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:235/ 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

Smt. D. Ankamma,
W/o. Gali Reddy,
Lellapalli(V),
Tripuranthakam,
Prakasham- Dist

Complainant

AND

- | | |
|--|-------------|
| 1. Junior Accounts officer/Yerragondapalem | Respondents |
| 2. Assistant Engineer/ O/Tripuranthakam | |
| 3. Assistant Divisional Engineer/O/Yerragondapalem | |
| 4. Divisional Engineer/O/Markapur | |

1. Smt. D. Ankamma W/o. Gali Reddy Lellapalli (V) Tripuranthakam (M) presented a complaint before this Forum during the Vidhyut Adalat held at Tripuranthakam on 15.11.2017. In her complaint the complainant has informed that she has been paying the electricity bills against the service No. 4233205000627 regularly but huge amount was shown as arrears. Hence she has requested to verify the bills and do justice.
2. The Respondent No.1 in his submission has informed that during 11/2017 a bill for Rs.9,617/- for consumption of 1492 units was issued. Based on the recommendation of the Respondent. No.2 the CC bills have been revised from 10/2014 to 11/2017 and an amount of Rs.7,435/- was withdrawn vide RJ No.21/11-2017. The complainant has to pay the balance amount of Rs.3,985/- to end of Dec'2017.

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3. On perusal of the account copy of the said service connection under question it is observed that the complainant is irregular in payments and not paid any amount from 07/2017 onwards. An amount of Rs. 7,435/- was withdrawn during 11/2017. In spite of withdrawal of Rs.7,435/- the complainant not chosen to clear the balance dues. However during the telephonic conversation with the complainant at 11.45. A.M. on 09.03.2018 by the Secretary/CGRF, the complainant has expressed satisfaction in revision of the bill and promised to clear the balance amount within two to three days.
4. Since the Respondents have revised the bills to the satisfaction of the complainant and further the complainant herself has expressed her satisfaction on revision of the bills and further promised to pay the balance dues within two or three days, the complaint is construed as resolved and 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, the day of 20th 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.

03/03/2018
C.G.No.235/2017-18_Ongole Circle