BEFORE THE FORUM

FOR REDRESSAL OF CONSUMER GRIEVANCES

IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI

On this the day of 27th February 2018 In C.G.No:238/2017-18/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. A. Nadipi Chinnaiah,

Endurivaripalem,

Tripuranthakam,

Prakasam-Dist

Complainant

AND

1. Junior Accounts officer/Yerragondapalem

2. Assistant Engineer/ O/Tripuranthakam

3. Assistant Divisional Engineer/O/Yerragondapalem

Respondents

- During the Vidhyut Adalat conducted at Tripuranthakam on 15.11.2017 Sri. A.Nadipi Chinnaiah of Endurivaripalem Tripuranthakam presented a complaint before this Forum, wherein he has informed that a bill for 566 units was issued on 12.10.2017 against his domestic service No.4233207000039 and hence requested to reduce the bill.
- 2. The Respondent No. 1 in his written submission has explained that based on the recommendations of Respondent.No.2 average CC bills for the months from 09/2016 to 11/2017 has been taken into account and an amount of Rs. 2,737/- was withdrawn vide RJ No.21/11-2017 and thus resolved the grievance.
- 3. During the teleconversation with the complainant at 05.00 P.M on 15.02.2018 by the Secretary to the Forum, the complainant has expressed his satisfaction in reducing the bill amount.
- 4. On perusal of the account copy of the service connection under question it is observed that an amount of Rs. 2,737 was withdrawn during 11/2017 and the service has no arrears to end of 12/2017.

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DESPATCHED DATE 3/3 C.G.No.238/2017-18 Ongole Circle

In view of the above observations it is crystal clear that the Respondents have resolved
the grievance of the complainant and hence 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, 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, 27th day February 2018.

Sd/-

Sd/-

Sd/-

Sd/-

Member (Finance)

Member (Technical)

Independent Member

Chairperson

Forwarded By Orders

Home

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.