

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:241/ 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. Sathyanarayana Reddy,
Tripuranthakam,
Prakasham-Dist

Complainant

AND

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

Respondents

1. Sri. K. Satyanarayana Reddy of Tripuranthakam presented a complaint before this Forum during the Vidhyut Adalt conducted at Truipuranthakam on 15.11.2017 wherein he has informed that huge bills have been issued against his service connection No. 4233201002287 during the months of 11/2015 and 12/2015 under meter burnt and hence requested to revise the bills.
2. The Respondent No.1 in his written submission has explained that the service was being utilized for the purpose of bricks manufacturing, the meter of the said service connection was burnt during 11/2015 and the same was replaced with healthy one. Based on the recommendations of the Respondent. No.2 the CC bills for the months of 11/2015, 12/2015 and 12/2016 to 05/2017 were revised duly taking average consumption of 1512 units per month and revised the bills and an amount of Rs. 46,431/- was withdrawn vide RJ No. 10/12-2017.
3. During the teleconversation with the complainant by the secretary CGRF at 05.15 P.M on 15.02.2018 the complainant has confirmed about redressal of his grievance and expressed his satisfaction.

o/c

DESPATCHED
DATE - 27/2/18

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4. On perusal of the account copy of the said service connection under question it is evident that an amount of Rs. 46,431/- was withdrawn during 12/2017 and the Complainant has cleared the balance dues during 12/2017, 01/2018 and 02/2018 and thus the arrears became zero.
5. In as much as the grievance of the complainant has been resolved by the Respondent 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/- 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/Planning)/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.