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:244/2017-18/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. Abdul Rahim, Yendurivaripalem,

Tripuranthakam,

Prakasam-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. S.K. Abdul Rahim of Endurivaripalem (V) Tripuranthakam (M) presented a complaint before this Forum during the Vidyut Adalat conducted at Tripuranthakam on 15.11.2017. The Complainant in his complaint has informed that he is having domestic service bearing No. 4233207000140 and he used to receive bills normally very low. During 12/2017 a huge bill for Rs. 4,951/- for the consumption of 823 units was issued against his service connection. He is not in a position to pay such huge amount and hence requested to revise the bill.
- 2. The Respondent No.1 in his written submission has explained that due to wrong billing by the meter reader accumulated consumption was recorded during 11/2017 for 823 units. Based on the recommendations of the Respondent No.2 average bills for the period from 11/2016 to 11/2017 has been revised and an amount of Rs. 3,326/- was withdrawn vide RJ No.21/11-2017 and thus resolved the grievance.
- 3. On perusal of the account copy of the said service connection it is observed that an amount of Rs. 3,326/- was withdrawn during 11/2017 and satisfying with the revision

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the complainant has cleared the balance dues during 12/2017 and thus the arrears became zero.

4. Since the grievance of the complainant has been resolved by the Respondents by revising the 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, 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 27th February 2018.

Sd/-

Sd/-

Sd/-

Sd/-

Member (Finance)

Member (Technical)

Independent Member

Chairperson

Forwarded By Orders

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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.