

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:246/ 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. G. Ramalingeswara Rao,
1-157,
Vaddevariveedhi,
Tripuranthakam,
Prakasam-Dist

Complainant

AND

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

Respondents

1. Sri. G. Ramalingeswara Rao resident of D.No.1-157 Vaddevari Street Tripuranthakam presented a complaint before this Forum during the Vidhyut Adalat conducted at Tripuranthakam on 15.11.2017. In his complaint, the complainant has informed that he is having a domestic service bearing No.4233201002742. The bill for the month of May was issued under meter stuck up status, the meter was immediately replaced with healthy one. But unfortunately bills have been issued till August under meter stuck up status only. It was shown as the meter was replaced on 7th Aug, due to which a huge bill for 795 units amounting to Rs.5,274/- was issued at a time. Finally the complainant has requested to rectify the billing mistake and withdraw the average bill issued after replacement of meter.
2. The Respondent No.1 in his written explanation submitted that the defective stuck up meter of the complainant service was changed on 07.05.2017 with final reading of 5159 vide change slip No. 15943. The Respondent No.2 has not entered meter change status in his login in the month of 05/2017 but entered the status during 08/2017. Based on the recommendations of the Respondent No.2 the bills from 06/2017 to

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08/2017 revised and an amount of Rs.4,230/- was withdrawn vide RJ No. 9/12-2017 and thus resolved the grievance.

3. On perusal of the account copy of the said service connection it is evident that an amount of Rs.4,230/- was withdrawn during 12/2017 and satisfying with the revision the complainant has paid an amount of Rs.7,298/- during Dec'2017 itself and thus the arrears became nil.
4. Since the grievance of the complainant to revise the bill during the period in which the meter status was erroneously shown as meter stuck up, has been attended by the Respondents and revised the bills to the satisfaction of the complainant 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/- 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.