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:247/2017-18/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. Adinarayana,

Rajupalem,

Tripuranthakam,

Prakasam-Dist

Complainant

AND

1. Junior Accounts officer/Yerragondapalem

Respondents

- 2. Assistant Engineer/ O/Tripuranthakam
- 3. Assistant Divisional Engineer/O/Yerragondapalem

- 1. During the Vidut Adalat conducted at Tripuranthakam on 15.11.2017 Sri. A. Adinarayana Rajupalem (V) Tripurathakam filed a complaint before this Forum wherein he has informed that he is having a domestic service bearing no. 4233215000512. Though he has been paying the bills regularly without any arrear a huge amount of Rs.4,246/- was shown as arrear to the end of 08/2017. Hence he has requested to verify the account and do justice.
- 2. The Respondent No.1 in his written submission has explained that due to wrong billing accumulated consumption was recorded during 07/2017 and hence a bill for 714 units for an amount of Rs.4,192/- was issued. Based on the recommendations of the Respondent. No.2 bills have been revised from 09/2016 to 12/2017 and an amount of Rs. 3,084/- was withdrawn vide RJ No.21/11-2017 and thus resolved the grievance.

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C.G.No.247/2017-18 Ongole Circle

- 3. On perusal of the account copy of the said service connection it is observed that an amount of Rs.3,114/- was withdrawn during 11/2017 and satisfying with the revision the complainant has cleared the balance dues of Rs.1,508/- during Jan'2018 and thus the arrears became nil.
- 4. In as much as the grievance of the complainant has been resolved by the Respondents 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

Secretary to the Forum

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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.