## BEFORE THE FORUM

## FOR REDRESSAL OF CONSUMER GRIEVANCES

## IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI

On this the day of 16<sup>th</sup> March 2018 In C.G.No:248/2017-18/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. S. A. Satyanarayana,

5/514,

Medapi

Tripuranthakam,

Prakasam-Dist

Complainant

Respondents

AND

- 1. Assistant Accounts officer/S-ERO/Yerragondapalem
- 2. Assistant Engineer/ O/Tripuranthakam
- 3. Assistant Divisional Engineer/O/Yerragondapalem
- 4. Divisional Engineer/O/Markapur

k ak ak ak

- Sri. S.A. Satyanarayana resident of D.No.5/514 Medapi, Tripuranthakam presented a
  complaint before this Forum during the Vidhyut Adalat conducted at Tripuranthakam
  on 15.11.2017 on behalf of his father. The complainant has informed that huge bill has
  been issued against HSC No. 4233214000561 at a time during the month of
  September'2017 and hence requested to reduce the same.
- 2. The Respondent No.1 in his written submission has informed that since accumulated consumption was billed during 09/2017, due to furnishing of wrong readings by the meter reader the CC bills of the complainant's service has been revised from 04/2011 to 11/2017 and an amount of Rs. 4,267/- was withdrawn vide RJ No's. 21/11-2017 and 26/01-2018 and thus resolved the grievance. The Respondent has also informed that

C.G.No:248/2017-18/Ongole Circle

the complainant has paid an amount of Rs.2,000/- on 01.01.2018 vide PR No.2606664 and Rs.1,000/- on 23.01.2018 vide PR No.260987.

- 3. When the complainant has been contacted over phone at 11.30 A.M on 23.02.2018 by the Secretary/CGRF, the complainant has expressed his happiness in revising the bill.
- 4. In view of the above, 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 16<sup>th</sup> day of March 2018.

Sd/-

Sd/-

Sd/-

Sd/-

Member (Finance)

Member (Technical)

**Independent Member** 

Chairperson

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/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.

C.G.No:248/2017-18/Ongole Circle