

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI

On this the day of 16th March 2018
In C.G.No:249/ 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. Guravaiah,
C/o. K. Venkateswarulu,
Vellampalli,
Tripuranthakam,
Prakasham- Dist

Complainant

AND

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

Respondents

1. During the Vidhyut Adalat held at Tripuranthakam on 15.11.2017 Sri. K. Guravaiah of Vellampalli Tripuranthakam (M) presented a complaint before this Forum on behalf of his son K. Venkateswarulu. The Complainant has informed that the electricity bills against service connection No. 4233217000789 was issued erroneously and hence requested to revise the same.
2. The Respondent No.1 filed his written submission explaining that the accumulated consumption erroneously billed during 10/2017 for 2044 units has been revised based on the recommendations of the Respondent. No.2 and Rs.10,638/- was withdrawn vide RJ No's 21/11-2017 and RJ No.26/01-2018. The Respondent has also informed that the complainant satisfying with the revision of bill paid the balance amount of Rs.4,060/- vide PR No. 2122245 Dt: 24.01.2018.

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3. During the teleconversation with the complainant at 5.30. P.M on 27.02.2018 the complainant has expressed satisfaction in revision of the bill.
4. Since the grievance of the complainant has been resolved by the Respondents 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 16th day of March 2018.

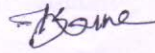
Sd/-
Member (Finance)

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
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.

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