

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

On this the day of 20th March 2018
In C.G.No:288/ 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. P. V. Nageswara Rao,
6-14-20/1,
Vasavi Nagar Post,
Giddaluru,
Prakasam-Dist

Complainant

AND

1. Assistant Accounts officer/ERO/Cumbum
2. Assistant Engineer/ O/Giddaluru
3. Assistant Divisional Engineer/O/Giddaluru
4. Divisional Engineer/O/Markapur

Respondents

1. P.V. Nageswara Rao resident of D.No.6-14-20/1 Vasavi Nagar Giddalur presented a complaint through post and the same was registered as C.G.No.288/2017-18. The complainant has informed that he is having domestic service connection No. 4244114010766 and the meter of the service was jumped in the month of July'2017. His average consumption is 153 units, whereas it has recorded 1498 units during July'2017 and 556 units during Aug'2017. On his request the Respondent No.3 has replaced the defective meter with a healthy one and sent the removed meter for testing purpose. On 06.10.2017 the Respondents have sent a letter stating 'digit cut' as the meter status. Finally he has requested to arrange to reduce the huge bill issued against his service.

2. The Respondent. No.1 in his written submission has apprised that an amount of Rs.12,776/- was withdrawn vide RJ No. 09/12-2017 and the complainant has to pay

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balance amount of Rs.3,690/-. Satisfying with the revision the complainant has paid the amount in the month of 12/2017 and thus the arrears became nil.

3. On perusal of the account copy of the said service connection it is evident that an amount of Rs.12,776/- was withdrawn during 12/2017 and the complainant has paid Rs.4,200/- during the same month.
4. During the teleconversation had with the complainant at 11.40. A.M on 23.02.2018 by the Secretary/CGRF, the complainant has conveyed his satisfaction in revising his disputed bill.
5. 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, the day of 20th 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.

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