

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

On this the day of 29th May 2018

In C.G. No: 321/ 2017-18/Tirupati 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. Arun Kumar,
Basavaiahpalem,
Thotttambedu (M),
Srikalahasti,
Chittoor – Dist

Complainant

AND

- | | |
|---|-------------|
| 1. Assistant Accounts Officer/ERO/Srikalahasti | Respondents |
| 2. Assistant Engineer/CCO/Thotttambedu | |
| 3. Assistant Divisional Engineer/OSD/Srikalahasti | |

ORDER

1. A consumer complaint was received from Sri K. Arun Kumar, Basavaiahpalem, Thotttambedu, Srikalahasti during the Vidyut Adalat conducted at Srikalahasti on 25.01.2018 wherein he has informed that a huge bill was issued and he is not able to pay the amount in lumpsum and hence requested to permit him to pay the bill in installments. At present he preferred to pay 50% of the amount.
2. The Respondent No.1 in his written submission has explained that a notice was served on the complainant for payment of Rs.43,546/- towards short billing amount since the service was released under wrong sub category, the complainant is liable for payment of the said amount since the short billing is raised for the actual sub category for which he is availing supply.
3. A personal hearing was conducted in the Forum office on 18.4.2018 for which both the complainant and Respondents 1,2 and 3 attended.

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ESPATCHED

DATE

11/6/18

4. Heard both the parties.
5. The Respondents reiterated their stand that the complainant is liable to pay the amount since the same is in accordance with the tariff order only. The complainant has requested to grant permission to pay the amount in installments.
6. On perusal of the short billing statement furnished by the Respondent No.1 it is observed that the Respondents have erroneously billed the service connection under aqua culture tariff instead of industrial Category –III (General) from 10/2016 to 01/2018 and thus the shortfall amount of Rs.43,546/- . The complainant is not at fault he had cleared all the bills as per the demand notices issued. The short assessment arised only on account of erroneous categorization by the Respondents. Hence it is pertinent to point out that the request of the complainant to allow him to pay the amount in installments is quite reasonable.
7. In the light of the above, the Respondents are directed to permit the complainant to pay the balance short assessment amount in six equal monthly installments. Accordingly the case is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4thFloor, 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 29th day of May 2018.

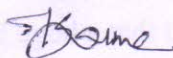
Sd/-
Member (Finance)

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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