BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI

On this the 16th day of March 2018 In C.G. No: 71/2017-18/Vijayawada 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. D. Suseela, C/o. Srinivasa Rao, 2-56, Annavaram (P), Jaggaiahpet,

Krishna-Dist

Complainant

AND

1. Assistant Accounts Officer/ERO/Jaggaiahpet

2. Assistant Engineer/O/ Jaggaiahpet

3. Assistant Divisional Engineer/O/ Jaggaiahpet

4. Divisional Engineer/O/ Vijayawada Rural

Respondents

- 1. Smt. Suseela Dharavatu W/o. Srinivasa Rao resident of D.No.2-56, Annavararm (P) Jaggaiahpet (M) Krishna Dt. presented a complaint through post and the same was registered as C.G.No.71/17-18. The Complainant in her complaint has informed that she is having a domestic service bearing No. 6333201000673. The meter of the said service is recording extra consumption and a bill for Rs.15,765/- was issued during the month of July'2017 a bill for Rs.10,338/- was issued during May'2017. During the span of two months the bill amount was increased by Rs. 5,000/- . Though she has complained with the Respondent No.2, no positive results yielded. Hence she has requested to get the bills verified and abate the bill amount.
- 2. The Respondent. No.4 filed his written submissions wherein he has explained that the Respondent No.3.has inspected the premises of the complainant on 05.12.2017 and replaced the existing meter with IRDA port type and sent the removed meter for testing. The AE/LT meter has verified that the meter was the defective one. Accordingly the CC

CESPATCHED CONTRACTOR 21/3/18

C.G.No.71/2017-18_Vijayawada Circle

- bill of the complainant service was revised from Rs.33,172/- to Rs.4,173/- and thus the grievance of the complainant was resolved.
- 3. On perusal of the account copy of the said service connection it is noticed that an amount of Rs. 28,999/- was withdrawn during 12/2017.
- 4. When the complainant was contacted over phone she has expressed her satisfaction in resolving her billing problem.
- 5. 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, 16th day 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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