

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 28th day of June 2019
C.G.No:353/2018-19/Guntur 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

D. Rajeswari,
W/o. Venkatewara Rao,
4-269,
Nakarikallu,
Guntur -Dist

Complainant

AND

1. Assistant Executive Engineer/O/Nakarikallu
2. Assistant Accounts Officer/ERO/Narasaraopet
3. Deputy Executive Engineer/O/Narasaraopet Rural
4. Executive Engineer/O/Narasaraopet

Respondents

ORDER

1. The complainant presented a complaint stating that she is having service connection No. 1313201000972 and paying the bills regularly. She has received a bill for Rs.490/- on 31.12.2017. But during Jan'2018 a huge bill of Rs.28,824/- was issued. When she has contacted the officers at Nakirekal they have informed that she has to pay the entire bill amount. On 05.02.2018 she has paid meter testing charges at mee-seva, after continuous pursuance with the officers the defective meter was replaced during Sep'18 and demanded to pay Rs.41,652/- during Dec'18. The staff have removed the meter on 25.12.2018 when she has enquired about the incident the officers have directed her to pay Rs.10,000/- immediately so as to extend supply. She has paid an amount of Rs.7,000/- by obtaining loan on 29.12.2018. She is availing supply for domestic purpose and requested to do justice.
2. Respondent No.1 filed his written submission stating that the service connection under question was released for domestic category on 24.12.1996 with connected load of 260 watts. Respondent No.2 has inspected the service during 03/2019 and submitted a letter to revise the CC bill apportioning the consumption from 01/2014 to 04/2019.

DESPATCHED
DATE *o/c* *2/7*

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Accordingly the bill was revised and an amount of Rs.13,989/- was withdrawn vide RJ No. 19 and the complainant has paid the balance dues. The complainant has also furnished a satisfactory letter addressed to the respondent No.1. The complainant in her letter has informed that the respondents have reduced the bill and she has paid the balance amount and hence conveyed her gratitude in resolving the grievance.

3. When the complainant was contacted over phone by the Secretary/Forum for at 5.15 P.M. on 21.02.2019 she has expressed satisfaction in resolving the grievance.
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**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

This order is passed on this, the day of th June 2019.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Finance)	Member (Technical)	Independent Member	Chairperson

Forwarded By Order



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 (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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