

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 28th day of May 2019
C.G.No:414/2018-19/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

U. Rama Koteswara Rao,
14-23-71, 4th Road,
Razak Street,
Repalle,
Guntur -Dist

Complainant

AND

1. Assistant Accounts Officer/ERO/Repalle
2. Assistant Executive Engineer/O/Repalli Town
3. Deputy Executive Engineer/O/Repalle
4. Executive Engineer/O/Tenali

Respondents

ORDER

1. U.Rama Koteswar Rao presented a complaint before this Forum through post wherein he had informed that he is having domestic service connection No.1245433003299 and paying the bills regularly. Normally he receives bills around Rs.600/- to Rs.750/- per month. Since he was away from his house due to his personal reasons from Sep'2018 to Dec'2018 his family members paid the bills promptly. But bills have been received for higher amounts. During Jan'2019 the bill was issued for Rs.2,773/- and he was astonished on seeing the bill for the subsequent months also. When he has contacted the respondent No.2 he was directed to pay the January'2019 bill and accordingly he has paid the bill amount. Then the respondent has informed that the category of the complainant was changed from Category - 1 (B) to Category - II without his knowledge and asked him to approach the respondent No.1. On his approach to the respondent No.1 it was informed that his service connection was changed to barber shop and hence huge bills were issued. The complainant questioned how the category of his service was changed from Cat - 1 (B) to Cat- II without his application and knowledge. Finally he has requested to change the category of his service and withdraw the excess bills issued.

DESPATCHED
DATE 26/6

C.G.No:414/2018-19/Guntur Circle

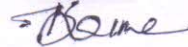
2. The respondent No.1 filed written submission wherein it was submitted that while collecting the data of barber shops from the field to update the consumer ledger. The field staff specified the complainant service as barber shop by mistake. But the complainant availing the service for domestic purpose only. The complainant changed the category of the service connection from II to I by registering complaint at Mee-seva. Based on the recommendations of the respondent No.3 an amount of Rs. 3,711/- has been withdrawn vide RJ No. 50/04-2019 being the differential amount from 09/2018 to 02/2019 and thus redressed the grievance of the complainant.
3. Since the grievance of the complainant has been redressed by the respondents by withdrawing the excess amount billed under category -2 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 28th May 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.