

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 4th day of June 2019
C.G.No:259/2018-19/Kadapa 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

K.Venkata Ramanjaneya Reddy,
D.No:2/159,
Vempalli Road,
Yerraguntla,
Kadapa -Dist.

Complainant

AND

1.Assistant Accounts Officer/ERO/Yerraguntla
2.Assistant Executive Engineer/O/Yerraguntla
3.Deputy Eexecutive Engineer/O/Yerraguntla
4.Executive Engineer/O/Proddatur

Respondents

ORDER

1. Complainant presented a complaint wherein he has informed that he is having domestic service connection No.2234401010701. The meter of his service was burnt and he had paid the meter burnt charges. Later a new meter was fixed since the meter is creeping, he has paid the meter testing charges. But the bill is not yet revised.
2. Respondent No.2 in his written submission has stated that based on his recommendations respondent No.1 has revised the bill considering 19 months average units. But the complainant not satisfied with the revision approached the Forum. Hence he has again recommended to revise the bill.
3. The respondent No.1 in his written submission has informed that based on the recommendations of respondent No.2 an amount of Rs. 2,639/- was withdrawn vide RJ No.42/2-18. Since the complainant was not satisfied the service was revisited and after careful scrutiny of the account copy of the service connection bill has been revised taking into

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DESPATCHED

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consideration 92 units per month and an amount of Rs. 3,489/- was withdrawn vide RJ No. 34/4-19. Now the consumer is left only with the actual amount supposed to pay .

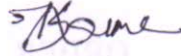
4. When complainant was contacted by the staff of the Forum at 12.50. P.M on 18.05.2019, complainant expressed his satisfaction on the revision of the bill and promised to pay the remaining amount.
5. Since the grievance of the complainant has been resolved by withdrawing an amount of Rs.6,128/- the 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 4th 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.