

**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:284/2018-19/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

**M.Srinivasulu,
S/o. Pedda Venkatappa,
Animolu,
V.N. Palli,
Kadapa -Dist**

Complainant

AND

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

Respondents

ORDER

1. M. Srinivasulu resident of Animela (V) V.N. Palle (M) presented a complaint before this Forum wherein he has stated that he is having domestic service No. 2234230000476. He pays the bill regularly without any pendency. But all of a sudden huge bill of Rs.12,205/- was issued on him . He has represented to the AE to reduce the amount but the same is not yet rectified. Hence requested this Forum to arrange revision of bill.
2. Respondents No.1 and 4 filed written submission separately. Respondent No.1 has stated that respondent No.2 has recommended for revision of bill. Based on this the bill has been revised for the period from 04/2017 to 10/2017 and an amount of Rs. 10,330/- was withdrawn vide RJ. No. 19/05-19 and thus rectified the bill. Respondent No.4 has also stated on similar lines.

DESPATCHED

DATE

26/6

C.G.No:284/2018-19/Kadapa Circle

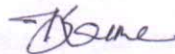
3. When the complainant was tried to contact through his registered mobile No.8142216604 at 3.40 P.M on 18.5.2019 by the Secretary/ Forum to ascertain whether he is satisfied with the revision or not, the mobile was remained switched off.
4. As could be noticed from the statement of account of complainant service it is noticed that a bill for Rs.10,964/- was issued during 09/2017. The complainant has not preferred to pay the bills from that month onwards except Rs.105/- during 12/2017 and hence arrears to the tune of Rs.13,833/- was accumulated to end of 04/2019. The respondents have withdrawn an amount of Rs.10,333/- during 05/2019 and thus closing balance of Rs.3,726/- is still outstanding and the complainant has to pay the same.
5. In view of the above the complainant is advised to pay the balance amount since his grievance for revision of huge bill was attended by the respondents. Accordingly 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.