

**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:197/2018-19/ Kurnool 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

P.Venkata Subba Reddy
Eranapadu,,
Bandi Atmakur,
Kurnool -Dist

Complainant

AND

1. Assistant Executive Engineer/O/Bandi Atmakur
2. Deputy Executive Engineer/O/Nandyal
3. Executive Engineer/Nandyal

Respondents

ORDER

1. Complainant presented this complaint before this Forum wherein he has stated that the department officers have replaced the defective meter with a healthy one but they have not rectified the huge bill issued against his service connection No. 8432107000584.
2. The respondent No.3 filed his written submission stating that the CC bill of the complainant was revised and an amount of Rs. 4,239/- was withdrawn and the fact was also informed to the complainant to pay the balance amount.
3. When the complainant has been contacted over phone on 13.03.2019 at 4.00 P.M. by the Secretary/Forum to ascertain whether he is satisfied with the revision or not the complainant has expressed his dissatisfaction in revision of the bill. Hence personal hearing through video conferencing was conducted on 07.5.2019. The complainant absented for the hearing. The respondents attended to the hearing and submitted that the complainant has cleared the amount .
4. The Respondent No.3 in his additional summation has informed that the complainant has paid the balance amount of Rs.4,665/- along with reconnection fees of Rs.50/- vide PR No.0519-

DESPATCHED

DATE 28/5

C.G.No.197/2018-19/Kurnool Circle

14397531 Dt :02.05.2019. The respondent has also enclosed satisfactory letter of the complainant dt :05.05.2019 addressed to respondent No.1

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**, 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.