

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:399/2018-19/Nellore 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

V.Kameswara Rao,
S/o. V. Venkaiah,
Vaddipalem,
Musunuru,
Kavali (M)
Nellore -Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Kavali
2. Assistant Executive Engineer/O/Kavali
3. Deputy Executive Engineer/O/Kavali
4. Executive Engineer/O/Kavali

Respondents

ORDER

1. Complainant presented this complaint before this Forum through online stating that he has received a huge bill for Rs.67,329/- in the month of Aug'2017. In spite of his repeated requests the officers have not solved his problem. On 27.11.2017 he had challenged for meter testing. During Oct'2018 the arrear amount was revised to Rs.19,846/-. He is having a very small house with 2 lights and two fans. His monthly consumption does not go beyond 100 units per month. Hence requested to revise the illegal amount of Rs.19846/- levied on his domestic service.
2. Respondent No.1 filed written submission wherein he has stated that the respondent No.2 has sent inspection report furnishing load particulars of the complainant premises and informed that previously the meter was creeping and bill revision effected but the complainant has not satisfied with the bill revision and after verifying the connected load he has recommended to further revise the bill. Based on the report of respondent

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No.2 and recommended by respondent No.3 again bill was revised and an amount of Rs.13,581/ was withdrawn during 04/2019. The complainant after having satisfied with the revision of the bill has furnished a letter to the respondent No.1 wherein he has expressed his satisfaction in resolving his grievance.

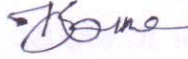
3. When the complainant was contacted over phone at 1.20 P.M on 17.05.2019 by the Secretary of the Forum the complainant has confirmed about redressal of his grievance and conveyed his satisfaction.
4. In as much as the grievance of the complainant has been resolved by the respondents the complaint is 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.