

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 25th day of February 2019
C.G.No:318/2018-19/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

K. Anuradha,
W/o. K. Raja Reddy,,
Rettapalli (V) & (P),
Chilakur (M),
Nellore Dt.

Complainant

AND

1. Assistant Accounts Officer/ERO/Gudur
2. Assistant Engineer/O/Chilakur
3. Assistant Divisional Engineer/O/Gudur
4. Divisional Engineer/O/Gudur

Respondents

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ORDER

1. K. Anuradha W/o. K. Raja Reddy Rettapalli (V) & (P) Chillakur (M) presented a complaint before this forum through post on 08.10.2018 and the same was registered as C.G.No.318/2018-19. The case of the complainant is that she has requested to erect a new meter by releasing new service connection in place of old service. Accordingly paid an amount of Rs.950/- on 18.03.2017. But the departmental staff are still issuing the bills for the old meter only. Hence requested to arrange to issue bills for the new service connection.
2. The respondent No. 1 in his written submission has elucidated that respondent No.2 had submitted proposals for dismantlement of the service and revise the bills. Based on the recommendations of the respondent No.2, the bill has been revised duly withdrawing the fictitious demand due to dismantlement of the service and reduced bill from Rs.9,100/- to Rs.3,190/-. Revised CC bill has been issued to the complainant and the complainant had also paid the bill amount in two spells on 19.11.2018 and 22.11.2018. Clearance certificate for dismantlement of the service was also issued to the complainant.
3. The complainant in his letter addressed to the Forum had confirmed about revision of bill and dismantlement of the service and also confirmed about justice done to him.

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DATE 16/3

4. In view of the above since the complainant himself has expressed his happiness in resolving the complaint, the same is disposed off in favour of the complainant.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4thFloor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063**, within 30 days from the date of receipt of this order.

This order is passed on this, 25th day of February 2019.

Sd/-
Member (Finance)

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Orders



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, Flat No: 401, 4th Floor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063.

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.