

**BEFORE THE FORUM  
FOR REDRESSAL OF CONSUMER GRIEVANCES  
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**

**On this the 07<sup>th</sup> day of August 2018**

**C.G.No:116/2018-19/Tirupati 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**

S.Navarang Basha,  
S/o S.Abdul Khader,  
D.No:16-620-13,  
Pungunur Road,  
Basinikonda, Madanapalli,  
Chittoor-Dist

Complainant

**AND**

1. AAO/Madanapalli,  
2. AE/Madanapalli East  
3. ADE/Madanapalli,  
4. DE/Madanapalli

Respondents

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**ORDER**

1. Complainant S. Navrang basha had presented a complaint in this Forum for revision of CC bill for LT Cat-3 service No. 5211200029786.
2. Respondents No. 1, 2 & 3 in their written submission to the Forum submitted that the complainant energy meter recorded high consumption due to not working of capacitors in three phases. When the Complainant approached the Respondents, immediately the Respondents inspected the Complainant premises and after inspection they noticed that there was short circuit of capacitor wires and rectified the short circuit. They also submitted that high consumption recorded is only due to the defective capacitor and there is no departmental lapse. Complainant also satisfied with the explanation and paid the CC charges.
3. Respondents have also enclosed complainant statement addressed to the Respondent No.1 stating that his service was inspected by the Respondent No. 1 along with the staff and after inspection the damaged capacitors wires were replaced.

C.G.No:116/2018-19/Tirupati Circle

**DESPATCHED**

DATE

13/8/18

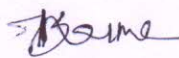
4. Complainant when contacted over phone by the Forum on 11.07.2018 at 3.30 PM that his problem was rectified.
5. In as much as the grievance of the complainant is resolved by the Respondents, accordingly the case is disposed off in favour of the complainant.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4<sup>th</sup> Floor, 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, the day of 07<sup>th</sup> August 2018.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Finance)	Member (Technical)	Independent Member	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(Chief General Manager/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.

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

C.G.No:116/2018-19/Tirupati Circle

DESPATCHED  
12/8/18