

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

On this the 17th day of April 2019

C.G.No:413/2018-19/ Tirupati Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao

Chairperson
Member (Finance)
Member (Technical)

Between

M. Murali Krishna,
270,
Konetikatta Street,
Tirupati,
Chittoor- Dist

Complainant


AND

1. Assistant Accounts Officer/O/Tirupati 1
2. Assistant Engineer/O/Tirupati South
3. Assistant Divisional Engineer/O/Tirupati CCO
4. Divisional Engineer/O/Tirupati Town

Respondents

ORDER

1. The case of the complainant is that he has received a huge bill of 900 units due to jump in the meter. His normal consumption per month will be around 300 units only. Hence requested to solve his problem.
2. The respondent No. 1 in his written submission has stated that respondent No.3 has transmitted a field report for revision of bill on 30.03.2019 based on the LT Meter Test Report of AEE/LT Meters. After that the bill was revised and an amount of Rs.9,773/- was withdrawn vide R.J. No.65/03-2019 and the same was informed to the complainant. The complainant satisfying with the revision of the bill has paid an amount of Rs.6,844/- together with the regular bill for the month of March'2019 on 02.4.2019. The respondent has also enclosed a letter of the complainant in original addressed to the Chairperson wherein he has informed that his problem was resolved by rectifying the bill and hence withdrawing his complaint.
3. Since the grievance of the complainant was resolved by the respondents and the complainant himself has expressed satisfaction, the complaint is disposed off in favour of the complainant.

 **DESPATCHED**
DATE 27/4

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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 17th day of April 2019.

Sd/-
Member (Finance)

Sd/-
Member (Technical)

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(Chief General Manager/Operation)/CGRF/APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh 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.