

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

On this the 18th day of December 2018

C.G.No:135/2018-19/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

Y.Kotilinga Reddy,
D.No:7-24,
Subba Reddy nagar,
Leelamahal,
Tirupati,
Chittoor -Dist

Complainant

AND

1.AAO/Tirupati 2
2.AE/Mangalam
3.ADE/Tirupati OSD1
4.DE/Tirupati

Respondents

ORDER

1. Complainant filed a petition before this Forum regarding restoration of his service no: 5534203128788.
2. Respondent.No:1 in his written submission to the Forum stated that initially Respondent No.2 had sent a proposal for dismantlement of complainant service. Accordingly the Respondent.No.1 had raised the final bill and issued clearance certificate on the same day after receiving the payment of final bill. Later the Respondent.No.3 had informed to Respondent.No.2 that the complainant service may be restored as the Respondent. No. 2 had wrongly recommended for dismantlement of complainant's service and requested to raise the demand from the dismantlement date to 10/2018.
3. The Respondent.No.1 had also stated that the complainant paid an amount of Rs.750/- towards the CC charges and Rs.100/- for reconnection charges and Rs. 400/- for SD charges before fixing the meter to the complainant.

DESPATCHED
DATE 21/12

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4. The Respondent. No 2, 3 & 4 didn't submit their final written submissions for the reasons best known to them.
5. The complainant stated that with the intervention of Respondent No. 3 & 4, the disconnected connection was restored with its old no. and by his name. He expressed his satisfaction to the justice done to him.
6. The complainant also submitted that the mental agony caused by Respondent.No.2 was heavy and may instruct him not to repeat such things in the future.
7. Since complainant himself submitted that his grievance was resolved accordingly the case is disposed off in favour of the complainant. Respondents are hereby instructed to properly verify the complainant details before dismantling the services and not to repeat such things in future.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4th 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 18th December 2018.

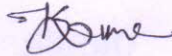
Sd/-
Member (Finance)

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.