

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:310/2018-19/Vijayawada 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. Sujala Kumari
C/o. Gopala Krishna
D.No:2-52,
Nagayalanka,
Krishna -Dist.

Complainant

AND

1. Junior Accounts Officer/S-ERO/Avanigadda
2. Assistant Executive Engineer/O/Nagayalanka
3. Deputy Executive Engineer/O/Avanigadda
4. Executive Engineer/O/Vuyyuru

Respondents

ORDER

1. Complainant presented a complaint before this Forum wherein she has stated that she is having aqua culture service bearing No.6722210000306. She has stopped the aqua culture during July month due to damage of tanks. From then onwards she has not availed supply for their aqua culture. The AB switch was also opened. In spite of it a bill for Rs.55,265/- was received during August'2018. The department officers have not explained the reasons for such huge billing though she has not availed any supply. Hence requested for justice.
2. The respondent No.2 in his written submission has explained that the complainant has availed supply in the months of July, Aug and Sep'2018 in the consumption pattern and readings are given below :

Month	KWH Reading	KWH Units	KVAH Reading	KVAH Units	KVA
July'18	255869	7815	272953	10526	53.04
Aug' 18	273050	17181	296072	23119	50.53
Sep'18	282244	9194	308957	12885	43.64

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Oct '18	290039	7795	317403	8446	56.44
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The respondent further submitted that the contention of the complainant is not correct and there are no discrepancy in readings and billing also and the complainant has to pay the CC bills as per the recorded units.

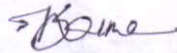
3. A personal hearing through video conferencing was conducted on 06.03.2019. During the video conferencing the respondents have reiterated their version and also explained to the representative of the complainant that the bills have been issued for the actually consumed units only and the complainant has to pay the bills. Respondent No.3 was directed to submit his findings.
4. Respondent No.3 in his written submission has elucidated that the representative of the complainant having convinced with the explanation given by the respondents during the video conferencing paid the CC bill amount of Rs. 11,468/- vide PR No.1178966 Dt: 07.03.2019 and there are no arrears pending against the complainant service.
5. As could be noticed from the statement of account it is noticed that no arrears are outstanding to end of Apr'2019. The efforts made by the Forum to obtain the opinion of the complainant through her registered Mobile No.9440383306 on 30.04.2019 and 04.05.2019 resulted in futile exercise. Hence it is opined that the complainant has paid the pending bills after satisfying with the explanation given by the respondents.
6. In view of the above the complaint is disposed off in favour of the respondents.

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.

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