

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

On this the 31st day of January 2020
C.G. No: 19/2019-20/Anantapur Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. A. Ramdas
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Independent Member

Between

H. Shashavali,
Shop No.10/290,
Main Bazaar,
Tadipatri,
Anantapur -Dist .

Complainant

AND

1. Assistant Accounts Officer/ERO/Tadipatri
2. Assistant Executive Engineer/O/Tadipatri - 1
3. Deputy Executive Engineer/O/Tadipatri
4. Executive Engineer/O/Gooty

Respondents

ORDER

1. The case of the Complainant is that he had a shop with category -2 service vide service Connection No.7231204038454. He had only 2 lights and 1 fan in his shop. As he was receiving CC bills with abnormal high amounts around Rs.2,000/- he requested AE to replace the meter and as per the advice of AE he had applied for meter challenging test where it was found that the meter was defective. Accordingly the old meter was replaced but he was issued a CC bill to pay an amount of Rs. 6,285/- and requested to do justice.
2. Respondent No.3 submitted his detailed written submission to the forum stating that the complainant meter was tested and found defective. Hence it was replaced with healthy one but billing was not revised. In meter test report it was mentioned that meter

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reading was jumped from 2196 KWH units to 2476 KWH units. And as per the service history it was found that the meter was jumped in the period of December'18 and January'19. Accordingly the bill was revised for an amount of Rs. 2,080/- by taking average of 70 KWH units per month. Respondent No.3 further stated that complainant was not satisfied with the revision. So he had called the complainant to his office and obtained the problems that:

1. He was not satisfied for the revision of bill for an amount of Rs. 2,080/- for the Service No. 7231204038454
2. For the other service No.7231204002176, the service was billed for 788 KWH units at once in the month of July'19. Against the complainant grievance it was found that in the months of October' 18 and November'18 consumption was abnormal for the service No. 7231204038454. Hence the CC bill was revised for an amount of Rs. 1,844/- .
3. For the service No. 7231204002176 the bill was revised and an amount of Rs.1,257/- was withdrawn.

The complainant was satisfied for the revision of bills and paid total CC balances.

3. When the forum contacted the complainant he had informed that his grievance was not resolved. Hence a personal hearing through video conferencing was conducted on two occasions on 14.10.2019 and 17.12.2019. Complainant did not choose to appear for both the hearings for the reasons best known to him. He had also did not answer the phone calls made to him by the staff of the Forum.

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4. When the account copy of the complainant's two service No's were verified in the master maintained by the APSPDCL website, it came to know that complainant had paid balance CC charges to the above said services and there is no arrear pending with the above services.
5. Since the respondent submitted to the forum that the grievance of the complainant was resolved and complainant did not choose to present himself before the forum and as the complainant had paid all the CC charges as per the master data verified, the forum is of the opinion that the grievance of the complainant was resolved. Accordingly the case is disposed off as grievance of the complainant is resolved.

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.

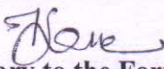
This order is passed on this, the day of 31st January 2020.

Sd/-
Member (Finance)

Sd/-
Independent Member

Sd/-
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 within 30 days from the date of receipt of this order
Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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