

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

On this the 30th day of January 2020
C.G.No:244/2019-20/ Guntur Circle

Present

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

Chairperson
Member (Finance)
Independent Member

Between

J.Srinivasa Rao,
Ramachandra Reddy Complex,
Nakarikallu,
Guntur- Dist

Complainant

AND

1.Assistant Account Officer/O/Narasaraopet
2.Deputy Executive Engineer/O/Narasaraopet
3.Executive Engineer/O/Narasaraopet

Respondents

ORDER

1. Complainant presented a complaint before the Forum regarding revision of the bill to his Cat -I service No. and also for not issuing of CC bills regularly to him.
2. Respondents No.1 and 2 submitted their joint written submission before the Forum stating that complainant had submitted representation for revision of CC bill in the month of 08/2019. Accordingly an amount of Rs. 694/- was withdrawn in the CC bills of 09/2019 and again the complainant applied for revision of CC bill in the month of 11/2019 for which an amount of Rs. 656/- was withdrawn. They further stated that respondent No.2 conducted a meeting with revenue office, Narasaropet and gave necessary instructions to the meter readers for proper billing and for issuing bills as per the consumption of the meter at the

DESPATCHED

DATE

21/2/20

premises of the consumer. In the month of 12/2019 the meter reader issued bills properly and the consumer was satisfied for proper billing in the month of 12/2019.

3. Complainant when contacted over phone on 09.01.2020 at 05.25 P.M expressed his satisfaction in resolving his grievance.
4. Since the grievance of the complainant has been resolved by the respondents the complaint is disposed off in favour of the complainant.

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.

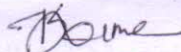
This order is passed on this, the day of 30th January' 2020.

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.

DISPATCHED
DATE: 2/1/20