

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

On this the 28th day of September 2019

C.G.No:71/2019-20/ Guntur Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Independent Member

Between

Venkat Ram,
C/o. M. Kotaiah,
65 D/2,
Guntur - D4,

Complainant

AND

1. Assistant Accounts Officer/ERO/ Guntur Town-2
2. Assistant Executive Engineer/O/Guntur D4
3. Deputy Executive Engineer/O/Guntur Town -2
4. Executive Engineer/O/Guntur Town 1

Respondents

ORDER

1. Complainant filed a complaint stating that he is having Service Connection No.1122200017298 in D4 Section, Guntur. He had received a power bill on 12.04.2019 for Rs.362/-. Even though nobody is residing in the house for more than 1 year how a bill for Rs.362/- was issued. He has also confirmed that there are no arrears outstanding against his service connection. He has also contacted the Executive Engineer and he has informed that a revised bill will be sent to his house but the same is not yet received. Hence the complaint.
2. Respondents No.1 and 4 submitted written replies separately. But the contents are one and the same. Both the respondents have apprised that bill for the month of 05/19 was issued for 114 units amounting to Rs.362/- under 08 status i.e. reading not furnished. During 06/2019 the bill was issued for 228 units amounting to Rs.614/- under 05 status i.e. door lock. The complainant

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DESPATCHED

DATE

30/9

has paid both the bills along with RC fees of Rs.50/- on 31.05.2019. During 06/2019 the bills were revised and issued for a minus bill of Rs.802.97 with a monthly minimum of Rs.60/- per month only. The reconnection charge of Rs.50/- paid by the complainant has also been adjusted for the future bills vide RJ No.14/06-2019 and thus resolved the grievance of the complainant.

3. As could be noticed from the account statement of the service connection under question it is evident that an amount of Rs.50/- has been credited during 06/2019 and a minus bill of Rs.802/- is issued and accounted for during 07/2019. This clearly establishes that the grievance of the complainant has been resolved by the respondents immediately.
4. The efforts made by the Forum to contact the complainant through his registered mobile No. 8632231855 does not yield any positive results as his mobile is not working.
5. 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 28th September 2019.

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.