

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

On this the 28th day of June 2019

C.G.No:1/2019-20/Kadapa Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao

Chairperson
Member (Finance)
Member (Technical)

Between

Simhadri Balaram.
IVRCL Limited,
Teluguganga project,
Badwel,
Kadapa -Dist

Complainant

AND

1. Junior Accounts officer/ERO/Badwel
2. Assistant Executive Engineer/O/Badwel -II
3. Deputy Executive Engineer/Badwel
4. Executive Engineer/O/Mydukur

Respondents

ORDER

1. Complainant presented a complaint stating that the bills issued amount is increasing month after month though he is not availing that much of power. Bills are being generated without proper justification and hence he could not pay the bills and hence requested to revise the bill amount.
2. Respondent No.3 filed his written submission stating that complainant is having service No. 2622201010894 in the name of M/s. VRCL at Badwel with contracted load of 14 KW under Cat-II with CT meter. The meter of the service was found stuck up in 12/2018. The fact of defective meter is intimated to ADE/CT Meters/ KDP to replace the meter but due to non availability of the rolling stock the meter was not replaced and hence average billing was done during the stuck up period. The defective meter was replaced with single phase meter on 19.04.2019 and reported to Respondent No.1 for reduction of load from

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DESPATCHED

DATE

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14 KW to 2 KW. Proposals were also sent to respondent No.1 to revise the bill. Accordingly an amount of Rs. 12,299/- was withdrawn during 04/2019 and thus resolved the grievance.

3. During teleconversation with the complainant by the Secretary/Forum at 1.30 P.M on 25.06.2019 the complainant has expressed his satisfaction in resolving his grievance.
4. In as much as 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 June 2019.

Sd/-
Member (Finance)

Sd/-
Member (Technical)

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.

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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