

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 10<sup>th</sup> day of June' 2020**  
**C.G.No:265/2019-20/ Kadapa Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**

**Chairperson**

**Sri. Dr. R. Surendra Kumar**

**Independent Member**

***Between***

A. Rama Subbamma,  
W/o. A. Prasad  
Rajupalem,  
Proddatur,  
Kadapa - Dist

**Complainant**

***AND***

1. Assistant Accounts Officer/ERO/Proddatur
2. Deputy Executive Engineer/O/Proddatur Rural
3. Executive Engineer/O/Proddatur

**Respondents**

\*\*\*\*\*

**ORDER**

1. The case of the complainant is that she is having service connection No.2222618000585 in Tanguturu (V) of Rajupalem (M). She received abnormal bill of Rs.30,980/- and requested to revise the bill stating that she is an agriculture coolie and her family is depended on her earnings only.
2. Respondent No. 1 alone filed written submission stating that service was released on 10.12.2009 under Category - 1 with a contracted load of 0.260 KW in the name of A. Prasad husband of the complainant. There are no dues as on 31.05.2016. A bill was issued for 4658 units for a sum of Rs. 30,900/- in June' 2016 CC bill and in that connection AEE/O/Rajupalem addressed a letter for revision of the bill under accumulated consumption for the period from the date of supply to June' 2016. Accordingly the CC bill was revised as per field recommendation and withdrawn an amount of Rs.15,378/- vide RJ. No.33/06-2016 item No. 11 out of 17 No's balance arrears to be payable Rs.15,522/- but the consumer has paid Rs.2,000/- in

**DESPATCHED**  
**DATE 12/6**

07/2016. The service was billed upto July'2019. But consumer has not paid CC charges from August' 2016 . AEE addressed a letter for the service bill stop due to non - payment of CC charges and billed under '03' status for more than 4 months and the same was implemented BPMS-151 in Aug'2019 and available security deposit of Rs.100/- was adjusted towards CC charges vide RJ No.175/07-2019 and also an amount of Rs.163/- was withdrawn by fictitious demand vide office RJ No.176/07-2019. Total arrears pending as on 31.07.2019 was an amount of Rs. 20,735/-.

DEE/O/Rural/Proddatur booked a case under direct tapping on 11.03.2019 for Rs. 1,842/- and that amount was also included to pending arrears in the month of 11/2019. The arrears now payable by the consumer towards CC charges is Rs.22,577/-.

3. When contacted the consumer by the staff of the forum on 12.03.2020 at 12.00 P.M. over phone complainant informed that she paid the amount and her grievance was resolved.
4. On perusal of the account copy of the service No. it reveals that the consumer has paid the total arrears and there are no dues payable by the consumer for the Service No.2222618000585.
5. Consumer satisfied with the revision of bill and paid the amount and also informed her grievance was resolved. Accordingly the complaint is disposed off as her grievance is resolved.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3<sup>rd</sup> 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 10<sup>th</sup> June' 2020.

Sd/-

**Independent Member**

Sd/

**Chairperson**

True Copy

Member/Finance

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 , 3<sup>rd</sup> 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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.