

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: 36/2019-20/Nellore Circle

Present

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

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

N. V. Bhaskar,
Chejerla,
Podalakur (M),
Nellore Dt.

Complainant

AND

1. Assistant Accounts Officer/S-ERO/Podalakur
2. Assistant Executive Engineer/O/Chejerla
3. Deputy Executive Engineer/O/Podalakur
4. Executive Engineer/O/Nellore Rural

Respondents

ORDER

1. Complainant presented this complaint before this Forum stating that he has been working as librarian in Chejerla Branch Library and paying the electricity bills promptly but during Aug'2018 an amount of Rs.10,595/- was demanded as ACD amount. The library is having connected load of 2 No's tube lights and 2 No's fans only. Due to non receipt of funds from the district office he could not pay the bill amount. Hence the service connection was disconnected during Sep'2018. Hence requested to resolve the grievance.
2. Respondents No.1,2,3 and 4 filed the written submission jointly stating that service Connection No. 3521106000590 is being availed by N.V. Bhaskar Librarian, Chejerla . The service is situated in a private building but availing for government library. The complainant has not paid the CC bills from 08/2018 and hence the service was disconnected during 09/2018. After receipt of complaint respondent No.2 has inspected the service and recommended for revision of bill. Accordingly the bill has been revised duly apportioning the consumption and withdrawn an amount of Rs.5,121/-. The

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complainant has paid an amount of Rs.4,000/- immediately and promised to pay the balance amount during May'2019. Thus the grievance of the complainant was resolved.

3. When the complainant has been contacted over phone by the Forum at 3.45 P.M. on 28.05.2019 he has expressed his gratitude in revising the bills and also informed that he has paid an amount of Rs.4,000/-
4. Since the grievance of the complainant was resolved by the respondents and the complainant himself has confirmed about redressal of his grievance 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/-	Sd/-	Sd/-	Sd/-
Member (Finance)	Member (Technical)	Independent Member	Chairperson

Forwarded By Orders



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(Chief General Manager/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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