

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

On this the 16th day of July 2019

C. G. No: 37/2019-20/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. Haritha,
Nidimusali,
Indukurpet,
Nellore Dt.

Complainant

AND

1. Assistant Accounts Officer/S-ERO/Indukurpet
2. Assistant Executive Engineer/O/Mudivarthypalem
3. Deputy Executive Engineer/O/Indukurpet C& O
4. Executive Engineer/O/Nellore Rural

Respondents

ORDER

1. Complainant presented a complaint stating that she is having fish pond service bearing No. 353143 4000727 in Nidimusali (V) Indukurpet (M). The officers have raised the bills based on the MD recorded in the meter though she is not availing such load. Hence requested to examine the bill and reduce the same.
2. Respondents No. 1,2,3 and 4 in their joint written submission have stated that all additional load cases were included in the bills every month from 06/2018 based on MATS as per the instructions of Corporate Office. In the instant case the complainant is having contracted load of 2.24 KW. But she is availing every month over and above 12 KW. During 02/2019 a bill cum notice was issued to the complainant and the load was updated during 5/2019. The complainant has paid the additional load amount of Rs.20, 300/- on 21.05.2019. There are no arrears outstanding against the service connection.

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DESPATCHED

DATE

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3. During tele-conversation with the complainant by the Secretary/CGRF on 02.07.2019 at 12.55 P.M she has expressed her satisfaction.
4. In view of the above 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 16th July 2019.

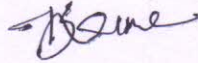
Sd/-
Member (Finance)

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
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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