

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

On this the 31st day of December 2019

C.G.No:44/2019-20/Nellore Circle

Present

**Sri. Dr. A. Jagadeesh Chandra Rao
Sri. A. Ramdas
Sri. Dr. R. Surendra Kumar**

**Chairperson
Member (Finance)
Independent Member**

Between

K. Narendranath Reddy,
Kothakoduru (V),
T.P. Gudur (M),
Nellore –Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Indukuripeta
2. Assistant Executive Engineer/O/Kodur
3. Deputy Executive Engineer/O/Indukuripeta
4. Executive Engineer/O/Nellore Rurals

Respondents

ORDER

1. Complainant presented a complaint before this Forum stating that his aqua culture service is being billed under wrong category instead of subsidized tariff in the month of January'2019 and requested for refund of excess amount paid by him.
2. Respondents No. 1,3 and 4 submitted their joint written submission wherein they stated that the aqua subsidy amount for the month of 01/2019 was not generated by the spot billing machine due to change of software and flag. An amount of Rs.48,038.22/- was credited to the consumer as per the higher order instructions.
3. Complainant when contacted on 04.12.2019 at 4.40 P.M. he informed that his problem was resolved.
4. In as much as the grievance of the complainant was resolved by the respondents the complaint is disposed off in favour of the complainant.

C.G.No.44/2019-20/Nellore Circle

DESPATCHED

DATE

21/12/20

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.

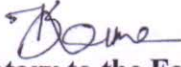
This order is passed on this, the day of 31st December 2019.

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.

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