

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

**On this the 29th day of August 2019
C. G. No: 58/2019-20/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

M. Sathish Reddy,
Nidimusali,
Indukurpet,
Kovur (M),
Nellore Dt.

Complainant

AND

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

ORDER

1. Complainant presented a complaint stating that he is having aqua culture service bearing No. 3531431000779 in Nidimusali (V) M.V. Palem (M). Though the service connection is having less AMPS the bills are being issued for higher MD. Hence requested to revise the bills.
2. Respondents No. 1,2,3 and 4 in their joint written submission have explained that additional load case against the service connection was automatically generated and included in the bills for the month of 06/2018. The contracted load of the service connection under question was 3 HP whereas the complainant availed a load of 11 KW during 04/2019. An additional load case was generated for 8.93 KW during 11/2018 for Rs.24,200/- and the same was included in the bills for the month of 05/2019. The complainant has paid the additional load amount and the load was also updated in the master. At present the consumer is having no arrears.
3. On perusal of the account copy of the said service connection it is evident that the complainant has cleared the dues of Rs.26,575/- on 19.06.2019 and no arrears are outstanding as on to date.

DESPATCHED

DATE 30/8

C.G.No:58/2019-20/Nellore Circle

4. During the tele-conversation with the complainant by the Secretary/ Forum at 12.10. P.M. on 14.08.2019 the complainant has expressed his satisfaction in resolving the grievance.
5. Since the grievance of the complainant has been resolved by the respondents the complaint is disposed off in favour of the respondents.

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 29th August 2019.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Finance)	Member (Technical)	Independent Member	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.