

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: 55/2019-20/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

K. Krishna Reddy,
Nidimusali,
Indukurpet,
Kovur (M),
Nellore Dt.

Complainant

AND

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

Respondents

ORDER

1. Complainant presented a complaint requesting to arrange to revise bill against his service connection No. 3531434000125 of Nidimusali (V) M.V. Palem (M).
2. Respondents No. 1,2,3 and 4 in their joint written submission have explained that the 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 7.5 HP whereas the complainant availed a load of 13 KW. An additional load case was generated for 8.93 KW during 11/2018 for Rs.15,200/- and the same was included in the bills for the month of 02/2019. 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 all the dues and there are no outstanding dues as on to date.

DESPATCHED

06/08 30/8

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4. Further during the tele-conversation with the daughter of the complainant by the Secretary/ Forum at 10.15. A.M. on 21.08.2019 she has informed that the grievance has been resolved by the respondents.
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/- Member (Finance) Sd/- Member (Technical) 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.