



25 NOV 2019

To
The Chair Person,
Forum for the Redressal of Consumer Grievances,
Corporate Office,
Back side of Srinivasa Kalyana Mandapam,
TIRUPATHI.

Lr. No. AAO/SERO/GDLR/JA-GDLR/D.No. 190 /2019, Dt. 13-11-19.

Sir,

Sub: Elec. - SERO - Giddalur - Final written submission for Sc.No. 207 of Kothapalli (Village) Giddalur (Mandal) in the name of P. RAMULU - Submitted - Reg.

Ref: 1. Complainant dated 18-07-2019 to CGRF.
2. Lr.No. AAO/SERO/GDLR/SLAB-GDLR/ DNO.106/19, DT 02-08-19.
3. NOTICE FOR FINAL REPLY FOR CG NO.125/201920PRAKASAM RECEIVED MESSAGE FROM AET/DIVISINOFFICE /MARKAPUR/THROUGH WHATS UP ON 13-11-2019.

Between

Sri P. RAMULU
H. No. 9-22-38/1A
KOTHAPALLI VILLAGE
GIDDALUR MANDAL
PRAKASAM - Dist

Complainant

AND

Respondents

1. AAO/SERO/GIDDALUR
2. AEE/GIDDALUR
3. DEE/O/GIDDALUR
4. EE/O/MARKAPUR

= @ =

As per the above 1ST reference cited above, it is to submit, the Forum for the Redressal of Consumer Grievances notice received on 03/09/2019 through Watts-up received from Assistant Engineer Technical, Division Office, Markapur.

As per the 2nd reference cited above, the above service was observed in account copy, it appeared high bill due to accumulation of consumption. The Assistant Engineer (I/C), Giddalur and The Deputy Executive Engineer, operation, Giddalur are inspected the premises and they also confirmed that the huge bill was received due to accumulation of consumption.

Hence, the AE and ADEs are recommended to revise the bill for the period from Meter fixing to Meter removed. Based on the recommendation the Bill was revised for the period from 01/2007 to 07/2019 .The withdrawal amount was arrived for Rs.20308/-. The above consumer has to pay balance amount of Rs.23455/- (Rupees Twenty three thousand four hundred and fifty five only).

(Contd.....2)

AA/
escl/se
26/11/19

The consumer of the Sri. P.Ramulu paid an amount of rupees 23455/- as per the given below particulars.

Date	Bill amt	RC	SD/ACD	Counter	PR No	Tran DT	Reg.NO
27-SEP-19	14943	100	0	ECSC	9270154728997421	27-SEP-19	SL
31-AUG-19	9999	0	0	ERO	0819-1627615	31-AUG-19	SL

Finally this is to submit, the consumer paid balance amount after withdrawal. So that he may be satisfied. Hence the CG Number for this case may be dropped.

Thanking you sir,

Yours faithfully,



EE/O/MARKAPUR

Yours faithfully,



DEE/O/GIDDALUR

Yours faithfully,

K.Venkatesh

AEE/O/GIDDALUR

Yours faithfully,



AAO/SERO/GIDDALUR

Copy to the Assistant Executive Engineer, Operation, Giddalur
Copy communicated to the Deputy Executive Engineer, Operation, Giddalur
Copy submitted to the Executive Engineer, Operation Division, Markapur
Copy submitted to the Superintending Engineer, Operation Circle, Ongole