

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

On this the 29th day of February 2020

C.G.No:133/2019-20/ Ongole Circle

Present

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

Chairperson
Independent Member

Between

A.Ankaiah,
Thimmaiahpalem,
Addanki,
Prakasam -Dist.

Complainant.

AND

1. Assistant Accounts Officer/ERO/ Addanki
2. Assistant Executive Engineer/ Addanki Rural
3. Deputy Executive Engineer/O/Addanki
4. Executive Engineer/O/Addanki

Respondents

ORDER

1. Complainant filed a petition before this Forum regarding :
 - a. Changing of category for the service connection No.4611236000540 from Category-II to Category - I
 - b. Refund of amount of Rs. 20,174/- paid by him.
2. Respondent No.3 submitted his written submission to the Forum wherein he elucidated that on verification of Non-Slab Exceptional for 11/2018, Sri M.Venu Gopal DE/DEP/Ongole registered a back billing case against the service vide case No: DPE/ANDK/ADNK/4973/18 on 01st December'2018 and raised an amount of Rs.20,174/- with a presumption that the meter might be burnt before 9/2018 duly taking average of previous months.

Further, on 24th May'2019, Sri. M. Venu Gopal, DE/DPE/Ongole, again registered a malpractice case vide case No: DPE/ADNK/ADNK/5263/19 dt: 24.05.2019 duly inspecting the service for an amount of Rs.1,15,132/- by noticing that the consumer is utilizing power to brick manufacturing unit. The AE/O/Addanki Rural had inspected the service and noticed that the meter of the Sc.No 540 was not burnt actually and also not replaced physically, but meter status was recorded as '11' during 10/2018 & 11/2018 by over sight and the

DESPATCHED

DATE 03/03

same was also confirmed by studying the consumption pattern of the service. Hence it was recommended for withdrawal of the back billing amount raised against the service, and the same was withdrawn vide RJ.No.25/12-2019 for Rs.20,174/-.

Further, the complainant was explained in detail about the malpractice case. After that, he was convinced and paid the total amount. At present, no arrear is pending against the service and the grievances of the consumer solved. The complainant also addressed a letter to the Chairperson/CGRF/TPT stating that he is very much satisfied for the service provided by the department.

3. Respondent No. 3 had also enclosed statement of the complainant addressed to the Chairperson/CGRF wherein he expressed his satisfaction towards the measures taken by the Respondents in resolving his grievance.
4. Complainant when contacted over phone on 13.02.2020 at 3.45 P.M. expressed his satisfaction in resolving his grievance.
5. In as much as the grievance of the complainant was resolved by the respondents the case is disposed off.


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 February 2020.

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.

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

RECEIVED
DATE 02/03/2020