

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 31st day of August 2020
C.G.No:168/2019-20/ Ongole Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. V. Venkateswarlu
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

M. Chinna Anji Reddy,
S/o. Chinna Tirupathiah,
Tripuranthakami,
Prakasam -Dist.

Complainant

AND

Respondents

1. Assistant Accounts Officer/Y. Palem
2. Assistant Executive Engineer/ O/Tripuranthakam
2. Deputy Executive Engineer/O/Y. Palem
3. Executive Engineer/O/Markapur

ORDER

1. The case of complainant is that he is having separate connection for his two houses. He paid bills for an amount Rs. 6280/- to end of June 2019 for his Sc No:4233201002663. The meter was burnt in the month of 11/2007 and he informed same to the office and meter replaced . In the month of 7/2019 he received bill of an amount Rs. 916 /-and for 8/2019, he received bill for Rs. 18,170/-. But no notice was given to him for this bill.
2. The 2nd service is 4233201000736 , he paid bills regularly till may 2019. He received bill for Rs.17,803/- in the month of 6/2019 and he received a bill in 7/2019 for Rs .143+17803 i.e Rs17,946/- and again in the month 8/2019 for Rs.96+17946 i.e for total of Rs.18,042/- . No notice served to him, he received bills for an amount Rs. 36.212/- for two houses. He is an agriculturist. Hence requested to revise bill.
3. Respondents on the recommendation of Respondent No.2 for Sc.No.4233201000736 has withdrawn Rs. 17,730/- vide RJ.No:33/12-2019 on the ground that as per the test report, the meter was defective and average consumption of 50 units per month was taken and revised the bill . Consumer satisfied and paid the balance amount of Rs 870/- in the month of 1/2020.

DESPATCHED
DATE 01/09

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4. Respondents filed written submissions separately for Sc.No.4233201002663 stating that Respondent No.2 submitted proofs on the ground that the meter was changed in 7/2018 but the meter changes were not updated, units were not billed from 2/2018 to 4/2019 and reading shows 2432 units, the entire consumption of for 2432 units were calculated and taken average consumption of 156 units for 16 months i.e from 2/2018 to 4/2019. The bill amount calculated at Rs. 23,018/- and already demand was raised for Rs. 6,904/-. The difference amount of Rs.16, 114/- has been raised as demand in the month of 6/2019 and consumer is liable to pay that amount. As seen from the account copy Rs.40,200/- due in month of 3/2020 and now he is liable to pay current CC bill only.
5. Personal hearings are conducted on 18.12.2019, 14.02.2020, 18.06.2020 on all the occasions complainant was absent. On 18.06.2020 Respondents represented that complainant paid the entire amount. it appears complainant satisfied with the revision and paid the amount and not attended the hearings.
6. On 03.08.2020 at 11.35AM when consumer was contacted by the staff of the Forum, consumer expressed satisfaction and said to close the complaint.
7. In as much as the grievance of the complainant is resolved the complaint is disposed off in favour of the complainant.

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 August 2020.

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

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