

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

On this the day of 28th September'2019
In C.G.No:177/ 2019-20/Ongole Circle

Present

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

Chairperson
Member (Finance)
Independent Member

Between

S.K.Munni,
S/o.Haseeb Shab,
Rajyalakshmi Street,
SC. Hostel Back Side,
Ongole,
Prakasham-Dist

Complainant

AND

1. Assistant Accounts Officer/O/Markapur
2. Assistant Executive Engineer / O/Markapur
3. Deputy Executive Engineer/O/Markapur
4. Executive Engineer/O/Markapur

Respondents

ORDER

1. Complainant presented a complaint stating that he is having service No. 4222101027997. He has received a huge bill of Rs.3,000/- though he has not availed any supply since his family went to outstation. He was forced to pay the huge amount to avoid disconnection of his service. Hence requested to resolve his grievance.
2. Respondents No.1 and 4 filed their written submissions separately but the contents are similar in nature. The respondents have explained that respondent No.2 has recommended for revision of the bill due to accumulated consumption recorded during 07/2019. Accordingly the bill was revised and an amount of Rs.485/- was withdrawn vide RJ No.25/09-2019 and thus resolved the grievance of the complainant.

C.G.No.177/2019-20/Ongole Circle

DESPATCHED

DATE

30/9

3. During telephonic conversation with the complainant by the Secretary/Forum at 11.55 A.M on 27.09.2019 the complainant has expressed his satisfaction in resolving his grievance.
4. In view of the above 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 28th September 2019.

Sd/-
Member (Finance)

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.