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

On this the day of 3rd November' 2020
In C.G.No:208/2019-20/Ongole Circle

Present

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

Chairperson
Member (Technical)
Independent Member

Between

T. Chinna Venkateswarulu
Medapi (V),
Tripuranthakam (M),
Prakasham-Dist

Complainant

1. Assistant Accounts Officer/ERO/Y. Palem
2. Deputy Executive Engineer/O/Y-Palem
3. Executive Engineer/Operation /Markapur

Respondents

ORDER

1. The case of the complainant is he is running small fancy store in Medapi (V) of Tripuranthakam (M). The service connection No.4233214000596. He received a bill for August and September for a sum of Rs. 97,000/- He has paid Rs.25,000/- under threat. Again he received a bill for Rs.72,416/- . Hence requested to revise the bill.
2. Respondent No. 1 alone field written submission stating that a proposal was submitted for the service No.4233214000596 on accumulation basis from 12/2017 to 08/2019 (6374 Units) from 12/2017 to 1/2019 and 2886 units from 02/2019 to 08/2019. ACD was also reviewed and amount of Rs.56,280/- was withdrawn.
3. A personal hearing through video conferencing was conducted on 18.06.2020. Both parties attended and after hearing posted for further hearing.
4. Respondent No.3 filed additional written submission. DEE/Y-Palem inspected the premises and submitted the consumption of 6374 units and 2886 has been exhibited in the BBA is purely suppressed reading for the default of the bill reader. Based on the load of consumption and previous consumption record, revision is made and an amount

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C.G.No.208/2019-20/Ongole Circle

Page 1

DATE

5/11

of Rs.9,167- was withdrawn by calculating average units of 463 units. Additional consumption is also reviewed and withdrawn an amount of Rs.56,280/-. Consumer has to pay ACD amount of Rs. 4120.16 P

Respondent No.1 informed to the secretary^{of the}/Forum on 15.10.2020 that ACD amount of Rs.4120.16 P was paid by the consumer on 25.07.2020 vide PRNo.2243984 to 988.

5. When complainant was also called by the secretary of the forum through his mobile on 15.10.2020 at 12.50 P.M. consumer stated that he is satisfied with the revision and he has paid balance of ACD amount of Rs. 4120.16 P and requested to close his complaint.
6. In as much as the grievance of the complainant has been 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.

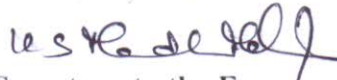
This order is passed on this, the day of 3rd November'2020.

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.

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