

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

On this the day of 28th June'2019
In C.G.No:67/ 2019-20/Ongole Circle

Present

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

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

K. Eswaramma,
W/o. K. Ramanjaneyulu,
APHB Colony,
Ongole,
Prakasham-Dist

Complainant

AND

1. Assistant Accounts Officer/O/Ongole Town
2. Assistant Executive Engineer/O/Ongole D-2
3. Deputy Executive Engineer/O/Ongole Town
4. Executive Engineer/O/Ongole

Respondents

ORDER

1. Complainant presented a complaint before this Forum through online stating that she is having domestic service no. 4353309101316. Excess reading was observed by her and the same has been shown to the lineman. Since the meter is creeping the lineman suggested to pay the meter testing fees. Accordingly she has paid the meter testing charges on 15.04.2019. A new meter was fixed on 17.04.2019. The removed meter was tested after one week and observed no display. But the bill is not yet revised. Hence requested to resolve the grievance.
2. Respondent No.1 in his written submission has stated that the meter of the complainant service is having "IRDA port" facility and bills are generated through IRDA scanner only. On 05.04.2019 bill was issued for Rs. 1,438/- for 307 units. LT Lab report was

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received on 22.05.2019 in which final reading was furnished as no display. The respondent No.2 has requested to revise the bill for the month of 04/19 and 05/19 based on the load particulars, accordingly the bill was revised and withdrawn an amount of Rs.2,058/- and the complainant satisfied with the revision paid the balance amount of Rs.576/- vide PR No.1678809 dt: 24.05.2019 and thus resolved the grievance.

3. When the complainant was contacted over phone at 11.35 A.M on 29.05.2019 complainant husband expressed his satisfaction and conveyed his thanks in resolving the grievance.
4. In as much as the grievance of the complainant was resolved by the respondents and further since the complainant himself has expressed satisfaction 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 June 2019.

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(Chief General Manager/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 within 30 days from the date of receipt of this order

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills,

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