

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

**On this the 19<sup>th</sup> day of July 2019**  
**C.G.No:104/2019-20/ Tirupati Circle**

**Present**

**Sri. A. Jagadeesh Chandra Rao**  
**Sri. A. Sreenivasulu Reddy**  
**Sri. D. Subba Rao**

**Chairperson**  
**Member (Finance)**  
**Member (Technical)**

**Between**

R.S. Vasudevaraju,  
Bazaar Street,  
Karvetinagar  
Chittoor- Dist

Complainant

**AND**

1.Assistant Accounts officer/ERO/Karvetinagaram  
2.Assistant Executive Engineer/Karvetinagaram  
3.Deputy Executive Engineer/Karvetinagaram CCO  
4.Executive Engineer/O/Puttur

Respondents

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**ORDER**

1. Complainant presented a complaint stating that he is having service connection No.5343300000308 in Bazaar Street, Karvetinagaram. The department has issued huge billing duly entering wrong reading and hence requested to reduce the bill amount.
2. Respondent No.1 in his written submission has stated that respondent No.2 has recommended for revision of bill duly stating that the meter change details against the service in dispute has been entered in his login double time by over sight and hence abnormal bill was issued during 04/2019 and furnished the meter details for rectification along with counter signature of Respondent No.3. Accordingly the bill was revised and an amount of Rs.54,955/- was withdrawn vide RJ No.27/06-2019 and informed the same to the complainant the complainant after satisfying with the revision has paid the balance amount of Rs.646/- vide P.R. No.2035058 dt : 5.07.2019 and thus resolved the grievance.

**DESPATCHED**  
**DATE** 24/7

C.G.No.104/2019-20/Tirupati Circle

*Ob*

3. On perusal of the account copy of the service connection it is noticed that an amount of Rs.54,955/- was withdrawn during 06/2019 and thus the arrears became zero.
4. In as much as the grievance of the complainant has been resolved by the respondents 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**, 3<sup>rd</sup> 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

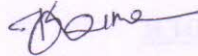
This order is passed on this, the day of 19<sup>th</sup> July 2019.

Sd/-  
**Member (Finance)**

Sd/-  
**Member (Technical)**

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(Chief General Manager/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh 3<sup>rd</sup> 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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

DESPATCHED  
DATE

C.G.No.104/2019-20/Tirupati Circle