

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

On this the 19th day of July' 2019
C. G. No: 105 /2019-20/Tirupati Circle

Present

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

Chairperson
Member (Finance)
Member (Technical)

Between

G.Desamma,
L.R. Peta,
Karvetinagaram,
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

ORDER

- 1) Complainant presented a complaint stating that he is having domestic service connection bearing No. 5343322000234 in T.T. Kandriga (V). Bill for Rs.12,288/- was issued against his service during March' 2019 though he is availing supply for two tube lights and one fan only. Hence requested to reduce the bill amount.
- 2) Respondent No.1 filed his written submission stating that respondent No.2 has recommended to revise the bill since the meter reader has erroneously entered wrong reading as 2019 instead of 235 units. Accordingly the bill was revised and an amount of Rs.5,523/- was withdrawn vide RJ No.12/07-2019 and intimated the complainant and the complainant in turn has paid the balance amount of Rs.420/- vide P.R. No. 2067176 dt : 10.07.2019 and thus resolved the grievance.
- 3) On perusal of the account copy of the said service connection it is observed that an amount of Rs.7,113/- was withdrawn during 06/2019 and Rs.5,523/- was withdrawn during 7/2019 and the complainant has paid Rs 420/- during 7/2019 and the arrears became nil to the end of 07/2019.

C.G.No.105/2019-20/Tirupati Circle

DESPATCHED

DATE

22/7

ae

- 4) Since 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**, 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

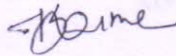
This order is passed on this, the day of 19th July 2019.

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 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, Lakdikapool, Hyderabad- 500 004.

DESPATCHED
DATE

C.G.No.105/2019-20/Tirupati Circle