

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:167/ 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

B. Rangaiah,
S/o. Sreramulu,
JMB Church Payer Gate,
Ongole,
Prakasham-Dist

Complainant

AND

1. Assistant Accounts Officer/O/Ongole Town
2. Assistant Executive Engineer / D1/Ongole
3. Deputy Executive Engineer/O/Ongole Town
4. Executive Engineer/O/Ongole

Respondents.

ORDER

1. Complainant presented a complaint stating that he is having domestic Service Connection No.4353202005173. The bill for the month of July'19 was issued for Rs.2,301/- and for the month of Aug'2019 for Rs.2,671/- . He has suspected there is defect in the meter and the house was vacant for 2 to 3 months. Hence requested to revise the bill.
2. Respondent No. 1 in his written submission has elucidated that the Service Connection No.4353202005173 is having a contracted load of 1.24 KW with meter No. 34080184 with Non IRDA Meter. During the months of 04/2019, 05/2019 and 06/2019 bills were issued under door lock status. During 07/2019 bill was issued under meter stuck up status for 500 units. Door lock period amount of 3 months was not adjusted in 07/2019 and the meter was changed on 28.6.2019 vide change slip No. 2905 with no display status. Based on the field report the bills were revised from 03/2019 to 07/2019 by taking 125 units as average consumption and withdrawn Rs.1,850/- vide RJ No. 24/09-2019. The fact has

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DESPATCHED

DATE

30/9

been intimated to the complainant and in turn having satisfied with the revision the complainant has paid the balance amount of Rs.1,120/- including September bill vide PR No.1042569 dt : 13.09.2019 and thus resolved the grievance of the complainant.

3. During telephonic conversation with the complainant by the Secretary/Forum at 4.55 P.M on 18.09.2019 the complainant has expressed his satisfaction in resolving his billing 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 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.