

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

On this the 17th day of September 2020

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

Present

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

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

Smt V.Manjula
W/o V.Doraswamy,
Ramachandrapuram,
Chittoor -Dist

Complainant

AND

1.Assistant Accounts Officer/O/Puttur
2.Deputy Executive Engineer/Puttur
3.Executive Engineer/O/Puttur

Respondents

ORDER

1. The case of the complainant is that she is residing in small house having one room she was receiving monthly bill for Rs.400/- only. Reading were not taken and issued bills for Rs.1,680/- in 9/2019, 312 units in October' 2019, 79 units in 11/2019, 351 units in December' 2019 and 394 units in January' 2020.and she received bills for Rs.4,000/-. On her complaint meter changed and received normal bills. On her complaint AE replaced the meter and now she is receiving normal bills basing on the meter reading but readings in the old meter was not corrected. She paid Rs. 2500/- from 10/2019 but Respondents demanding Rs.30,741/-. Hence requested to revise the bills in the old meter. She also stated that she has one tube light, one fan, one Television and mixer of 500 watts in the house.
2. Respondent No. 3 filed written submission stating that on verification of Sc 5324114000290 of P.V. Puram that the service billed with high consumption during the

DESPATCHED

DATE

19/9

C.G.No.20/2020-21/Tirupati Circle

months of 9/2019,10/2019,12/2019 and 01/ 2020..The meter was changed on 23.12.2019 and sent for testing and later declared meter defective and hence bill was revised and Rs.3231/- was withdrawn . Consumer has paid an amount of Rs.231/- on 08.07.2020 after the revision of the bill.

3. When consumer contacted over phone by the staff of the Forum on 05.08.2020 at 10.50 AM , she stated that her grievance was resolved and requested to close the complaint.
4. In as much as the grievance of the complainant is 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 17th September2020.

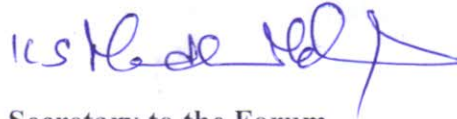
Sd/-
Member (Finance)

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.