

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

On this the 10th day of December 2019
C.G.No:121/2019-20/Vijayawada Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Chairperson

Sri. D. Subba Rao

Member (Technical)

Sri. A. Ramdas

Member (Finance)

Sri. Dr. R. Surendra Kumar

Independent Member

Between

B. Siva Rama Kumar,
21-11-53/4,
Kausika Sadanam, 1st line,
Lecturers Colony,
Madhura Nagar,
Vijayawada,
Krishna -Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Vijayawada town-1
2. Assistant Executive Engineer/O/Madhura Nagar
3. Deputy Executive Engineer/D-II/Vijayawada
4. Executive Engineer/O/Vijayawada Town

Respondents

ORDER

1. Complainant presented a complaint before the forum stating that he had installed solar roof top and accordingly on 26.04.2019 his energy meter was replaced. His usual consumption is less than 150 units per month but after replacement of the meter the CC bill consumption increased to 450 units in the month of May' 2019 and June' 2019. Hence requested for revision of bills.
2. Respondent No. 1 filed written submission before this Forum wherein he stated that the meter fixed in the complainant premises was sent to MRT/ Test bench wherein the

DESPATCHED

DATE

19/12

meter found faulty. After test results the complainant bill was revised and an amount of Rs. 1,791/- was withdrawn from the CC bill.

3. Complainant when contacted over phone on 29.11.2019 at 11:00 A.M. he expressed his satisfaction in resolving his grievance.
4. Since the grievance of the complainant was resolved by the respondents accordingly the case 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 10th December 2019.

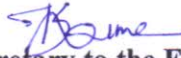
Sd/-
Member (Technical)

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.

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.