

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:74/2019-20/ Vijayawada Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Sri. D. Subba Rao

Sri. A. Ramdas

Sri. Dr. R. Surendra Kumar

Chairperson

Member (Technical)

Member (Finance)

Independent Member

Between

S. Rang Raju,
Flat No.CG 1,
SLV Anjani Heights,
Opp. Pinnamaneni Hospital,
Gannavaram,
Krishna -Dist

Complainant

AND

1. AAO/ERO ~~Vijayawada Rurals~~ / *Gunadala*
2. Assistant Executive Engineer / Gannavaram
3. Deputy Executive Engineer / O / Gunadala
4. Executive Enigneer / O / Gunadala

Respondents

1. Complainant filed a petition before this Forum stating that Respondents have issued abnormal CC bill to his domestic service and requested for revision of bill.
2. Respondent No.1 in his written submission to the Forum stated that as seen from the account statement the metering being correctly scanned by IRDA port Flag- 2 status from the date of supply and the consumer has been utilizing normally and monthly increasing consumption from 04 - 2018 to 5 - 2019 in high consumption. There is no deviation in Tariff Order 2019-20.
3. Respondent No.4 had submitted his written submission before the Forum stating that Respondent No.2 had inspected the complainant premises and recorded the connected load. The total connected load in the complainant premises was 6810 W. In the inspection it was found that there was no fault traced either in the billing or in the meter as the meter

is IRDA scanned meter from the date of release of supply. Respondent No. 2 had also advised the complainant to apply for meter testing at mee- seva centre if he had any doubt on the meter.

4. A personal hearing was conducted by the Forum on 17.10.2019. Only the Respondents were present and intimated that the complainant was satisfied with the explanation given by the Respondents.
5. When complainant was contacted over phone at 29. 10. 2019 at 12:30 P.M. by the Forum he expressed his satisfaction.
6. 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.