

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

On this the 28th day of September 2019

C.G.No:08/2019-20/Vijayawada Circle

Present

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

Chairperson
Member (Finance)
Independent Member

Between

Ch. Surya Kumari,
76-5-4,
Lasya Sree Enclave,
Bhavanipuram
Vijayawada,
Krishna -Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Vijayawada Town-II
2. Assistant Executive Engineer/O/B.H. Puram Town
3. Deputy Executive Engineer/O/Old Town D1
4. Executive Engineer/O/Vijayawada Town

Respondents

ORDER

1. Complainant presented a complaint through online wherein Ch. Surya Kumari has submitted that she is having domestic service connection No.6435177304993 and the meter of her service was changed during last month. She has paid the last month bill for an amount of Rs.723/- Again the same units have been billed during the current month also. Hence requested to resolve her grievance.
2. Respondent No.2 in his written submission has explained that the disputed service connection was inspected by him and he has observed that during 03/2019 the meter status was 02 i.e meter stuck up and average of 163 units was billed. During 04/2019 also average units billed with total of 418 units i.e. double time. He has sent letter to ERO for revision of bill. Inturn the respondent No.1 has revised the CC bill and communicated to

DESPATCHED
DATE 30/9

C.G.No:08/2019-20/Vijayawada Circle

the complainant and the complainant has also paid the balance CC bill and hence resolved the grievance.

3. As could be noticed from the statement of account of the complainant service it is evident that an amount of Rs.1,291/- was withdrawn vide RJ No.01/04-2019 against the complainant's service and there are no arrears against the said service connection.
4. When the complainant was contacted over phone by the Secretary/Forum at 3.45 P.M on 25.09.2019 the complainant has expressed her satisfaction in resolving her billing complaint. Hence 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.

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