

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 23rd day of February' 2021
Complaint ID No:214122020 /2020-21/ Ongole Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. R.M.M. Baig
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Independent Member

Between

K. Manikya Rao,
4-79,
Kothapeta-2,
Vetapalem (M),
Chirala,
Prakasam Dist.

Complainant

ORDER

1. The case of the complainant is that the department levied huge amount of CC bill to his service SC No.4455202004938 from Jan'2019 to Nov'2020 (enclosed CC bills list) stating that he has not utilized the load and his house is also vacant. Hence requested to withdraw and refund the CC bill amount paid by him.
2. The complainant presented this complaint through online on 11.11.2020, wherein the complainant enclosed a letter of grievance without signature. When the complainant was contacted by the secretary of the forum on the same day, the complainant replied that he will arrange the letter duly signed through mail to CGRF. But he has not submitted complaint with signature. Hence the matter was posted for personal hearing through video conferencing on 16.02.2021.
3. When the secretary of the forum contacted the complainant on 08.02.2021 at 3.30 P.M. to inform about personal hearing through video conferencing, the

DESPATCHED

complainant replied that his grievance was resolved by the department personnel, expressed his satisfaction and informed that his case may be closed.

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.

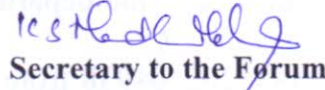
This order is passed on this, the day of 23rd February'2021.

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 (Chief General Manager (O&M)/ 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.