

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 17th day of December' 2021
C.G.No.23/2021-22/Anantapur Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. Y. Sanjay Kumar
Sri. K. Ramamohan Rao

Chairperson
Member (Technical)
Member (Finance)

Between

P. Anasuyamma,
C/o. Late P. VenkataChalapathi,
D.No.29-879-1,
Maruthi Nagar,
Dharmavaram,
Anantapur Dt.

Complainant

AND

1. Assistant Accounts Officer/ERO/Dharmavaram
2. Deputy Executive Engineer/O/ Dharmavaram
3. Executive Engineer/O/Anantapur

Respondents

ORDER

1. The case of the complainant is that, the Complainant having service Sc.No 7141202016066 under category III, using for Ginning Mission purpose since 1990 and stated that she has paid the CC bills regularly without any remark up to 3/2021. During 5/2021 the department issued excess CC bill for an amount of ₹30,433 by taking average units of 4411 units stating that her meter was defective. The complainant further stated that, she never exceeded monthly units of 300units. Hence requested the Forum to resolve her grievance. The case was registered as CG.No.23/2021-2022/Ananthapur Circle and sent Notice to Respondents for written submissions.

2. The Respondents No. 1 & 3 were submitted the written submissions separately on 27.10.2021 and they stated that final reading entered in the EBS

DESPATCHED
DATE 17/12

as the meter change was wrongly posted in the bill, hence the AEE/D2/Dharmavaram submitted Revision of bill proposal to AAO/ERO/Dharmavaram. The same was recommended by the AAO/ERO/Dharmavaram to EE/O/Ananthapur. The revision of bill was approved on 12.10.2021 and an amount of ₹12,862 was credited to the above mentioned service vide RJ No.6 by the AAO/ERO/ Dharmavaram. Hence requested to close the grievance.


3. When the Secretary of this Forum contacted the Complainant over phone about the case, she is not satisfied with the revised bill and requested not to close the grievance.
4. On 07.12.2021 personal hearing was conducted through video conferencing. Heard both parties. The EE/O/Ananthapur has orally stated that the bill was again revised, the Complainant also expressed her satisfaction and agreed to pay the remaining amount of ₹4,013. Hence Respondent No. 3 has requested to close the grievance. Complainant also informed that her grievance was resolved. Subsequently additional written submissions submitted to the effect.
5. On the same day of 10.12.2021 the Complainant also mailed a letter stating that the above said grievance was resolved by the department and expressed her satisfaction and requested to close the grievance.
6. In as much as the grievance of the complainant is resolved, the complaint is disposed off in favor of the complainant.

Sd/-
Member (Technical)

Sd/-
Member (Finance)

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 17th December'2021

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.

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/ Tiruati.

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, SingareniBhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.