

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the day of 30th September 2021
C.G.No.29 /2021-22/Kadapa Circle

Present

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

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

K.Pradeep
41/719,
Sankarapuram,
Kadapa Dt.,

Complainant

AND

1.Assistant Accounts officer/ERO/Kadapa
2.Deputy Executive Engineer/O/Kadapa-2
3.Executive Engineer/O/Kadapa

Respondents

ORDER

1. The case of the complainant is that he is residing as a tenant in D. No. 41/719 of Kadapa town. The house belongs to T. Hanumanthu Reddy with service No.2114201003307. They received CC bill in the month of April'2020 for 174 units for an amount of Rs.582/-. So also bill was issued for the same units in the month of April'20 but in May' 2020 they received CC bill for 514 units for an amount of Rs.1,870/- though meter reading was taken in April'2020 the final reading in the meter was not updated. 174 units have to be deducted from 514 units and bill has to be issued for 340 units only and slab rate has to be revised accordingly. Though he approached concerned officers, his grievance was not resolved.
2. Respondents No. 1 to 3 filed joint written submission stating that final reading in the month of Mar'2020 is 2713 units reading was not taken in the month of April' 2020 as per the orders of the government and bill was issued for the units consumed in

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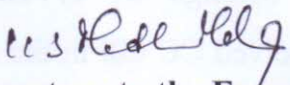
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previous month i.e. 174 units for an amount of Rs. 582/- actual reading was taken in the month of May'2020 and that was 3227units the consumption is 514 units (3227-2713). The bill was bifurcated for 214 units for an amount of Rs.893.26 for 25 days in March'2020 and for 300 units for an amount of Rs.1533.53 in April' 2020 for 35 days along with surcharge of Rs.25/-. The bill was issued for Rs.2,427/- and after adjusting the amount paid by the complainant Rs.582/- the bill was issued for Rs.1,870/- .

3. Complainant stated that he paid a total amount of Rs.2,481/- through online in May'2020 and Rs.582/- on 17.03.2020 and also submitted the copies of the receipt . Complainant paid in the month of March'20 only, he did not pay any amount in the month of April'2020.
4. When this matter was informed to the complainant through phone by the secretary of the forum at 4.00 p.m. on 27.09.2021 complainant satisfied and represented to close the complaint.
5. Complainant himself admitted that his case may be closed; hence the complaint is disposed off.

Sd/- Sd/- Sd/- Sd/-
Member (Finance) Member (Technical) Independent Member Chairperson

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 30th September'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, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.