

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the day 14th of March'2022
C.G.No:76/2021-22/ Kadapa Circle

Present

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

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

Mr.Shaik Mahaboob Basha,
C/o.M/s.Rahmatiya Modern Rice Mill,
Gollapally,
Nandalur, Kadapa.

Complainant

AND

1.Jr. Accounts Officer/ERO/Vontimitta
2. Executive Engineer/O/Rajampet

Respondents

ORDER

1. The complainant filed a complaint before this forum stating that the complainant is the Proprietor to the firm M/s.Rahmania Modern Rice Mill and is having Sc.No.2345127000778. Machinery and transformer connected to the service of the Rice mill were also washed away in the floods, hence, there was no power to the rice mill from 19.11.2021 up to 5.2.2022. The supply was restored on 5.2.2022 by the department. Even though there was no power supply, department levied and issued CC bill for the no supply period. Hence requested the Forum to revise the bill for the no supply period. The complaint was registered as C.G.No.76/2021-

DESPATCHED

DATE

15/3

22/Kadapa Circle and served notice to the respondents to submit the written submissions.

2. Respondents filed Joint Written submission stating that “ During the month of December the consumer service was billed for average 902 units and CC bill was raised for ₹.9254.00 due to damage of structure during JAWAD cyclone on 19.11.2021.

The service was arranged inspection by AE/CT meter/Kadapa based on the complaint by consumer on 5.3.2022.

Previously as per the reading, bill was generated for ₹.9254.00 during December month. Now as per the check reading furnished by the AE/Operation/Nandalur the bill was revised taking closing KVAH units and an amount of ₹.1204/- is withdrawn by this office vide RJ.No.07/03-2022 and same has been informed to the consumer. The consumer has paid the CC charges of ₹.6933/- vide transaction ID:NX22030714362719413158681.

AB switch was also erected and thus resolved the grievance of the consumer and requested to close the grievance. (Enclosed the complainant satisfaction letter).

3. When complainant was contacted by the Secretary of the Forum at 11.20A.M on 9.3.2022, complainant expressed his satisfaction and requested to close the complaint.

4. In as much as the grievance of the complainant is resolved by the Respondents, the case is disposed off.

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

Forwarded By Order

105 Hase Hdg
Secretary to the Forum

This order is passed on this, the day of 14th March'2022

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.