

CONSUMER GRIEVANCES REDRESSALFORUM
SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,
TIRUPATI

This 19th day of June' 2024

C.G.No.162/2023-24/Anantapur Circle

CHAIRPERSON **Sri. V. Srinivasa Anjaneya Murthy**
Former Principal District Judge

Members Present

Sri. K. Ramamohan Rao	Member (Finance)
Sri. S.L. Anjani Kumar	Member (Technical)
Smt. G. Eswaramma	Member (Independent)

Between

Sri. S. Munvar Basha, D.No.8-1-40/2A, BTP Road,
Revenue Ward-8, Rayadurg Town,
Anantapur District.

Complainant

AND

1. Assistant Accounts Officer/ERO/Rayadurg
 2. Dy. Executive Engineer/O/Rayadurg
 3. Executive Engineer/O/Kalyanadurg
- Respondents

This complaint came up for final hearing before this Forum through video conferencing on 29.05.2024 in the presence of the respondents and the complainant remained absent and having considered the complaint and submissions of both the parties, this Forum passed the following:

ORDER

- 01.** The complainant filed the complaint stating that he is having house hold service connection No. 7521423019272, that the respondents issued CC bill for the month of March'2024 for Rs.10,236/- which is

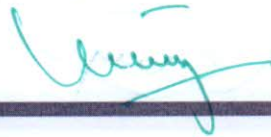
abnormal, that the respondents are stating that the complainant is having another service No. SC.7521423019532 during the year 2016 but in fact he does not have that service connection and the respondents issued the bill for abnormal charges and it is to be revised.

02. The said complaint was registered as C.G.No.162/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that as per the master data of ERO/APSPDCL/Rayadurg, the service connection SC.No.7521423019532 was released on 25.06.2016 in the name of the complainant herein with his Aadhar No under Category LT-II with contracted load of 1 KW and the CC charges of Rs.9,637/- for the period from 08/2016 to 10/2017 were not paid by the complainant and hence the said service connection was disconnected and kept under bill stop and the pending arrear amount against the said bill stop service was transferred and included in the CC bill of the other live service connection and demand was issued for payment and the complainant also made part payment of Rs.4,000/-, however, the said bill stop service connection No. 7521423019532 was disconnected during the month of 02/2017 and accordingly the fictitious demand



raised from 06/2017 to 01/2018 for a sum of Rs.4,312/- was withdrawn and the same was adjusted in the CC bill of live service during the month of May'2024 and the complainant also paid an amount of Rs.1,325/- against bill stop balance amount and Rs.789/- towards CMD balance amount from 02/2024 to 04/2024 on 25.04.2024 and the complainant also satisfied with the action taken by the respondents and submitted satisfaction letter.

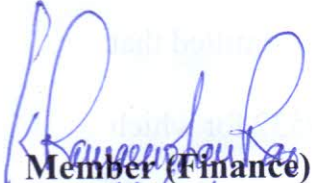
03. Heard respondents through video conferencing. The complainant remained absent.
04. When we contacted the complainant through phone, he admitted that previously he had the bill stop Service No. 7521423019532 for which he has to pay the arrears and subsequent to his complaint before this Forum, the respondents revised the bill and he also paid the amount and his grievance is redressed. The complainant also confirmed that he issued satisfaction letter (Copy of the same submitted by respondents) and requested to close the complaint. Hence, this Forum feel that, this complaint can be closed.
05. ***In the result***, the complaint is closed. There is no order as to costs.
06. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3rd Floor, Plot.

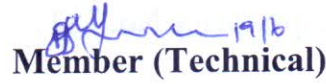


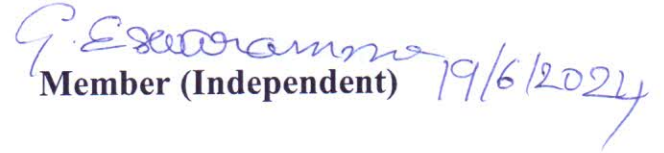
No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar,
Mahanadu Road, Vijayawada-08 in terms of Clause.13 of
Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the
date of receipt of this order and the prescribed format is available in
the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and
pronounced in the open Forum on this 19th day of June'2024.


CHAIRPERSON


Member (Finance)
19/6/2024


Member (Technical)


Member (Independent) 19/6/2024

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and All the Respondents

Copy Submitted to

The Chairman & Managing Director/Corporate
Office/APSPDCL/ Tirupati.

The Vidyut Ombudsman, 3rd Floor, Plot
No.38, Sriramachandra Nagar, Vijayawada-08.

The Secretary/Hon'ble APERC/Vidyut Niyantana Bhavan, Adjacent
to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu
Road, Kurnool-518002, State of Andhra Pradesh.

The Stock file.

