

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

This the 01st day of November' 2023

C.G.No.17/2023-24/Nellore 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)

Between

Sri.B. Renuka Reddy, Behind Sree Veeranjanya Temple,
Maddurupadu, Kavali (M), Nellore District.

Complainant

AND

1. Assistant Accounts Officer/Kavali
2. Dy. Executive Engineer/O/Kavali
3. Executive Engineer/O/Kavali

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 27.10.2023 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

1. The case of the complainant is that he is having domestic service connection No.3211216000881 and the respondents issued abnormal CC bill without considering actual reading in the meter.



2. The said complaint was registered as C.G.No.17/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on receiving the complaint from the complainant, the Assistant Engineer/Rurals and the Dy.Executive Engineer/ Kavali inspected the premises on 20.10.2023 and noticed that the meter change was recorded by AE/Login erroneously into the service, that the Assistant Engineer/Kavali Rurals section submitted his report and requested to revise the bill which was erroneously effected the meter change and basing on the recommendation of the section officer concerned revision of bill was effected vide RJ No.12/9-2023 @ 194/- under intimation to the complainant and after revision of the bill the complainant paid the balance arrear amount of Rs.239/- on 23.10.2023.
3. Complainant is absent. Heard the respondents through video conferencing.
4. Perused the entire record. According to the complainant, he paid the CC bills for the months of July and August'2023 at Rs.250/- and Rs.234/- respectively whereas he received the bill for September'2023 @ 323/- which is in excess. According to the respondents erroneous login into the meter account by the



concerned is the reason for the excess bill and on receiving the complaint from the complainant, the respondents again inspected the meter on 23.10.2023 and revised the bill to Rs.239/- and the complainant also paid the bill. On considering the bill amounts of July'2023 and August'2023, this Forum opines that the respondents rightly revised the bill and reduced the amount and having satisfied the complainant paid that amount also. Under these circumstances, this Forum opines that the complaint is infructuous as purpose is served and can be closed. Accordingly, the complaint is closed. No order as to costs.

5. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Hon'ble Vidyut Ombudsman, 3rd Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause 13 of Reg.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 01st day of November'2023.

W. Srinivas
01/11/2023

CHAIRPERSON

K. Ramesh Babu
Member (Finance)
01/11/2023

S. Srinivas
Member (Technical)