

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

This the 22nd day of February' 2024

C.G.No.122/2023-24/Tirupati 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

G. Muragaiah, D.No. 4-93,
Vootlavaripalli (V), Pakala (M), Tirupati Dt. Complainant

AND

1. Assistant Accounts Officer/ERO/Pakala
2. Dy. Executive Engineer/O/Pakala
3. Executive Engineer/O/Tirupati Rural Respondents

This complaint came up for final hearing before this Forum through video conferencing on 20.02.2024 in the presence of the complainant and respondents and having considered the material placed by both the parties, this Forum passed the following:

ORDER

01. The complainant filed the complaint stating that during February'2021 the respondents issued CC charges bill for 1120 units for Rs.10,699/- which is abnormal and he complained to the respondents but in vain.
02. The said complaint was registered as C.G.No.122/2023-24 and notices were issued to the respondents calling for their response. The respondents



submitted their response stating that subsequent to the complaint the respondent No.2 inspected the service connection of the complainant on 15.02.2024 and noticed that the service is being used for domestic purpose only and there was no abnormal connected load and then he recommended for average billing to the Respondent No.1 who in turn verified the account copy of the service for the past two years and noticed that the consumption not exceeded 200 units except in two months i.e. in May'2020 and November'2021 and considering the same the CC bill of the complainant was revised for the month of February'2022 for an amount of Rs.717/- and thereby rectified the mistake.

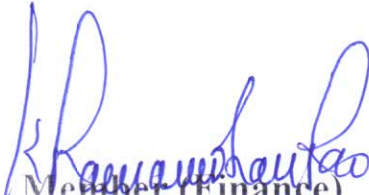
03. Heard both the parties through video conferencing.
04. Record shows that subsequent to the complaint the respondents on noticing that there was some mistake in the reading, revised the CC charges. The complainant also reported his satisfaction against the revision of CC charges of his service connection and requested to close the complaint. Considering the circumstances, the complaint is closed since the grievance of the complainant is redressed. There is no order as costs.
05. 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 22nd day of February'2024.


22/02/2024
CHAIRPERSON


Member (Finance)
22/2/2024


Member (Technical)

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/Hyderabad-04.

The Stock file.

