

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**

**On this the 25<sup>th</sup> day of August 2015**

**In C.G.No:98/ 2014-15/Ongole Circle**

*Present*

*Sri P.Venkateswara Prasad*  
*Sri A.Sreenivasula Reddy*  
*Sri T. Rajeswara Rao*

*Chairperson*  
*Member (Accounts)*  
*Member (Legal)*

*Between*

Sri K.Bala Rami Reddy  
Plot No :137  
Industrial Estate  
Markapur – Post office  
Markapur  
Prakasam - Dist  
523316

Complainant

**AND**

1.Assistant Engineer/Markapur  
2..Assistant Divisional Engineer/Markapur  
3. Divisional Engineer/Markapur

Respondents

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Sri K.Bala Rami Reddy is a resident of Plot No 137 , Industrial Estate , Markapur, Markapur - Post Office, Prakasam –Dist, here in called the complainant, In his complaint dt:18.08.2015 filed in the Forum on dt:18.08.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. He is a resident of Plot No 137 , Industrial Estate , Markapur, Markapur - Post Office, Prakasam –Dist.

2. He had taken lease of Factory which is in plot no-137 . And from the 10/2011 the meter was removed and new meter is fixed. But the units are more than before month and received huge bill .
3. On this issue he contacted the Officials but there is no response. Due to the non-cooperation of Officials the factory was closed.
4. So kindly restore the power supply and factory may opened.

**The respondent-1 i.e. the Additional Assistant Engineer / O/APSPDCL/Markapur Town in his written submission dt:31.03.2015, received in this office on dt:08.04.2015 stated that:**

1. The service no.7665 , Industrial Estate- Markapur Town was under bill stopped from 04/2012. A notice was served to the consumer Sri K.Bala Rami Reddy , lease owner about payment of nearly 90000/- the restoration of supply.
2. Till today the consumer was not came forward to restore supply to S.No .7665 of Markapur.

**The respondent- i.e. the Assistant Accounts Officer / ERO/APSPDCL/Markapur Town in his written submission dt:21.08.2015, received in this office on dt:22.08.2015 stated that:**

1. A recommendation against the service no.4222101007665 of Markapur Town is received along with consumer representation duly counter signed by the Divisional Electrical Engineer , Operation, Markapur on 05.08.2015 and same was submitted to the Superintending Engineer, Operation , Ongole on 05.08.2015 for wival of minimum charges vide Lr.No.AAO/ERO/MRK/JAO/D.No.399/15, Dt.05.08.2015 for onward submission to the General Manager /Revenue , APSPDCL, Tirupathi. Xerox copies of the consumer representation , minimum charge wival format and data sheet along with recommendation are herewith submitted please.

### **Findings of the Forum**

1. During the Vidyuth Adalat conducted at Markapur on 18.08.2014, Sri K.Balarami Reddy of Industrial Estate , Markapur , who is the lease holder of ISC No:7665 has lodged a complaint before the Forum and informed that excess readings have been recorded in the meter during 11/2011 after fixing new meter during 10/2011 and hence he has closed the factory due to his inability to pay such huge bill and requested to arrange to revise the bill.
2. The Respondent No.1 in his submission has stated that the complainant has not come forward to clear the dues and hence arrear accumulated . The Respondent has not mentioned anything about the healthiness of the meter.
3. During the course of conducting Vidyuth Adalat at Dornala the CGRF Chairperson and other 2 members verified the old records and with a view to clear the old cases inspected the premises of the complainant and found the factory was closed. The complainant has requested the Forum to consider his case sympathetically and arrange to waive the minimum charges beyond four months from the dated disconnection. The Forum has stated to apply for waiver of minimum charges to the Licensee since the same does not fall under the purview of the Forum . Now the Complainant has applied for the waiver and has been processed by the Respondents. As could be seen from the submission of AAO/ERO/Markapur vide his letter dated 21.08.2015, the proposals are due to be submitted to CGM/R&IA by SE/O/Ongole.

**ORDER**

The complainant is advised to act as per the orders issued by the Licensee on waiver of minimum charges during disconnection period and get his service revived duly paying charges as per the orders. The SE/O/Ongole is directed to submit the waiver proposals immediately to avoid further loss of time.

Accordingly the case is disposed off .

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 25<sup>th</sup> day of August 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(Accounts)**

Sd/-  
**Chairperson**

**True Copy**

**Chairperson**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.