

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

**On this the 14<sup>th</sup> day of July 2015**

**In C.G.No:187/ 2014-15/Tirupati Circle**

*Present*

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

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

*Between*

Sri G.Manohara  
C/o G.Sadasiviah  
D.No:24/142  
Nagapalyam  
Pungunur-Post Office  
Pungunur  
Chittoor-Dist  
517247

Complainant

**AND**

1.Assistant Accounts officer/ERO/Pungunur  
2.Assistant Engineer/Operation/Town/Pungunur  
3.Assistant Divisional Engineer/Operation/Pungunur  
4.Chief General Manager/Operation/Tirupati  
5.Divisional Engineer/Operation/Madanapalle  
6.Superintending Engineer/Operation /Tirupati

Respondents

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Sri G.Manohara C/o G.Sadasivaiah is a resident of D.No:24/142, Nagapalyam, Pungunur- Post Office ,Chittoor-Dist , here in called the complainant, In his complaint dt:03.11.2014 filed in the Forum on dt: 03.11.2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

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1. He is a resident of D.No:24/142, Nagapalyam, Pungunur- Post Office ,Chittoor-Dist.
2. He had HSC.No:5234406003123 with 1000Watts and after utilizing the additional power consumption, the Department Officials given a notice of ACD on 12-05-2012 including CC charges Rs 5800/- and paid with receipt no.347488 in JAO/Sub ERO/Pungunur. And received permission for 1+2 KVA(Total 3 KVA) to his service No.
3. He received bill in September 2014 with ACD amount of Rs 510/- and he examined the bill in that he received permission for 3 KVA but in that bill only permission given for 2 KVA.
4. He contacted JAO/Sub ERO/Pungunur and he rejected the bill ACD of Rs 510/- for the month of September 2014.
5. He had paid for 3 KVA and received permission for 3 KVA. But unfortunately the same was not updated erroneously in office records and the contracted load was effected only for 2.0 KW instead of 3.0 KW by the case worker.
6. So , Kindly do Justice .

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-5 i.e. the Divisional Engineer / Operation /Madanapalle in his written submission dt:26.02.2015, received in this office on dt:26.02.2015 stated that:**

1. This is to submit that, with reference to the above notice, the following written submission is here with submitted for kind consideration and further need full action please.
2. The consumer namely Sri. G. Manohara, S/o. G. Sadasivaiah, D.No.24/142, Nagapalyam, Punganur has represented the Hon'ble chairman, Consumer Grievances Redressal Forum, APSPDCL, Tirupati on 29.10.2014 regarding non-updation of

additional load against service No. 5234406003123 of Punganur distribution as the department issued bill for payment of ACD amount of Rs. 510/- in Sep-14 – Oct-14 CC charges bill.

3. The consumer regretted about CC charges bill and brought to the notice of the Jr. Accounts Officer/ Sub-ERO/ Punganur for rectification erroneous updation of contracted load against Sc. No. 5234406003123 of Punganur distribution.
4. Accordingly, the Jr. Accounts Officer/ Sub-ERO/Punganur has verified the subject and found that the consumer has paid amounts towards additional load deposit for 2.0 KW vide receipt No. 347488, dated 12.05.2012. But unfortunately the same was not updated in office records and the contracted load was effected only for 2.0 KW instead of 3.0 KW.
5. Later, the Jr. Accounts Officer/ Sub-ERO/ Punganur has rectified the error and fact intimated to the consumer namely Sri G. Manohara, S/o. G. Siddaiah, Nagapalyam, Punganur vide Lr. No. JAO/S-ERO/PGR/F.No. 1/D.No. 208/2014, dated 03.11.2014 that the ACD amount of Rs. 510/- does not arise for payment.
6. Sri G. Manohara, Advocate, S/o. G. Siddaiah, D.No. 24/142, Nagapalyam, Punganur has acknowledged the letter on 07.11.2014 addressed by the Jr. Accounts Officer/ Sub-ERO/ Punganur regarding intimation of error in updating of additional load ie., 3.0KW instead of 2.0KW.
7. In view of the above circumstances explained, this is to submit that the error was rectified in master data and updated the information ie., the service having contracted load 3.0KW against service no.5234406003123.

**Findings of the Forum:**

1. Sri G.manohara of Nagapalyam ,Pungunur has lodged a complaint before the Forum for redressal of his grievance of non-updation connected load against his domestic service no:5234406003123 and also erroneous demand of ACD Amount of Rs 510/-.
2. The Respondents in their submission have stated that due to non updation of master records by the case worker the discrepancy was arised and they have since updated all the master of the domestic service including the ACD amount requested the consumer to withdraw the case.

3. Further as could be seen from the Account copy of the service, the connected load of the service is recorded as 3.0 KW and the SD available against the service is shown as Rs 3,390/-. Hence it is clear that the grievance of the complainant is resolved in full.

**ORDER**

Since the grievance of the complainant to update the connected load and security deposit against his domestic service has been done with by the Respondents and the grievance of the complainant has fully attended , the case is disposed off accordingly.

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 day of 14<sup>th</sup> July 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.