# BEFORE THE FORUM

### FOR REDRESSAL OF CONSUMER GRIEVANCES

In C.G. No: 311/2017-18/Nellore Circle

## IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI

On this the day of 29th May 2018

#### Present

Sri. A. Jagadeesh Chandra Rao

Sri. A. Sreenivasulu Reddy

Sri. D. Subba Rao

Sri. Dr. R. Surendra Kumar

Chairperson

Member (Finance)
Member (Technical)

Independent Member

Between

Smt. S. Shahina Begum, W/o Shaik Muthish, Valtrapalem, Sullurpet, Nellore Dist. Complainant

AND

1. Assistant Engineer/O/Sullurpet Town

2. Assistant Divisional Engineer/O/Sullurpet

3. Assistant Accounts Officer/ERO/Sullurpet

Respondents

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### ORDER

- Smt. Shaik Shahina Begum W/o. Shaik Muthish, Vatrapalem, Sullurpet (M), Nellore –
  Dist. has submitted a complainant during the Vidhyut Adalat conducted at Sullurpet on
  24.01.2018. In her complaint the complainant has requested for conversion of her
  Service No.3631334015351 from single phase to 3 phase and she has also paid the
  deposit amount of Rs.10,000/- on 16.09.17.
- 2. The Respondent No.2 in his written filings has submitted that an estimate for releasing of 5 KW additional load was sanctioned vide WBS No. E-2017-04-06-21-01-023 with 1 No. 25 KVA DTR and 135 Mts 11 KV line with an estimate cost of Rs. 1,75,953/- on 23.02.2018 with transformer cost to be borne by the Licensee. Based on the estimate the complainant is supposed to pay Rs.64,406/- but she has paid only Rs.10,000/-. A notice to this effect was also served on the complainant to pay the balance amount so as to take up the conversion work. But the complainant has not paid the same so far.

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- 3. During the teleconversation with the complainant by the Secretary/Forum on 23.04.2018 the complainant has expressed her willingness to pay the estimated amount.
- 4. Since the complainant herself has expressed her willingness to pay the balance cost of the estimate, the Respondents are here by directed to release the additional load duly converting the service connection from single phase to 3 phase on receipt of the balance due amount. Accordingly the case is disposed off in favour of the Respondents.

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.

This order is passed on this, the day of 29th May 2018.

Sd/-

Sd/-

Sd/-

54/-

Member (Finance)

Member (Technical)

Independent Member

Chairperson

Forwarded By Orders

Secretary to the Forum

To

The Complainant

The Respondents

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

Copy to the Nodal Officer(Chief General Manager/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.