

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

**On this the day of 20<sup>th</sup> March 2018**  
**In C.G.No:302/ 2017-18/Ongole Circle**

*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*

N. Saraswathy  
Cumbum (V) & (M),  
Prakasam-Dist

Complainant

*AND*

1. Assistant Accounts officer/ERO/Cumbum
2. Assistant Engineer/ O/Cumbum
3. Assistant Divisional Engineer/O/ Cumbum
4. Divisional Engineer/O/Markapur

Respondents

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1. N. Saraswathy of Cumbum(V) and (M) presented a complaint through post and the same was registered as C.G.No.302/2017-18. The complainant in her complaint has informed that she has started an industry by name Bhargavi Paper Products for manufacturing of paper cups. She has paid an amount of Rs. 27,610/- on 22.08.2017 and ISC No. 4211203011114 was released. An amount of Rs.8,910/- was included in the demand as other charges in the month of Oct'2017. When she has contacted and enquired at ERO/Cumbum, they have informed that differential amount of final estimated amount and tentative estimation amount was included in the bill as per the procedure in vogue. But she has alleged that the final cost of

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the estimate is only Rs.11,200/- Hence she has requested to delete the other charges included in the bill amounting to Rs.8,910/- and also arrange to refund Rs.16,410/- towards the excess amount paid by her being the difference amount paid by her i.e. Rs.27,610/- and estimated amount Rs.11,200/- (Rs.27,610 – Rs.11,200/- =Rs.16,410/-). She has also informed that the amount may be either refunded or adjusted in the future bills. Finally she has requested to resolve the grievance and do justice.

2. The Respondent. No.1 filed his written submission wherein he has apprised that the actual estimated cost sanctioned by the Divisional Engineer was Rs.11,300/- only and hence the excess amount of Rs. 16,310/- was credited to the complainant's service vide RJ No.17/1-2018 and wrongly debited amount of Rs.8,910/- as other charges was also withdrawn and credited to the complainant's service vide RJ No.16/01-2018 and thus the grievance of the complainant was fully resolved.
3. On perusal of the account copy of the said service connection it is evident that an amount of Rs. 25,220/- was credited to the complainant's service as requested.
4. During the teleconversation with the complainant on 23.02.2018 at 11.45 A.M by the Secretary/CGRF the complainant has expressed satisfaction in resolving her grievance.
5. Since the grievance of the complainant has been resolved by the Respondents the complaint is disposed off in favour of the complainant.

