

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

On this the 27th day of February 2018
In C. G. No: 258/ 2017-18/Tirupati 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

Sri. M.V. Ravi Kumar,
D.No.12-595,
Bugga Street,
Renigunta,
Chittoor - Dist

Complainant

AND

1. Assistant Accounts Officer/ERO/Tirupati 2
2. Assistant Engineer/O/Renigunta
3. Assistant Divisional Engineer/O/Renigunta OSD
4. Divisional Engineer/O/Tirupati

Respondents

ORDER

1. Sri. M.V. Ravi Kumar resident of D.No.12-595 Bugga Street Renigunta presented a complaint directly in the Forum office and the same was registered as C.G.No.258/17-18. The Complainant is his compliant has alleged that though he has paid the additional load development charges for 1 KW amounting to Rs. 1,200/- the Respondents have not updated the total load against his Service No. 5535100004592. Hence he has requested to order to update the contracted load.
2. The Respondent No.1 submitted in his written submission wherein he has explained that he has approached the MATS/IT team and they have confirmed the excess amount of Rs.1,200/- paid by the complainant towards the excess load of 1 KW and after confirmation from the MATS team additional load of 1 KW has been added to the existing load against the service connection.
3. As could be seen from the bill details of the said service connection it is evident that the contracted load is updated as 3.52 KW and thus it is very clear that the additional load of 1 KW as sought for by the complainant has been updated in the consumer master.

C.G.No.258/2017-18_Tirupati Circle

DESPATCHED
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