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

Respondents

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

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.

DESPATCHED

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

4. In as much as the grievance of the complainant has been resolved by the Respondent the complaint is disposed off in favour of the Complainant.

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman,

Andhra Pradesh, Flat No:401, 4th 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 27th day of February 2018.

Sd/-

Sd/-

Sd/-

Sd/-

Member (Finance)

Member (Technical)

Independent Member

Chairperson

Forwarded By Orders

- Baine

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 ,4th Floor, Ashoka

Chambers, Opposite to MLA Quarters , Adarsh Nagar, Hyderabad-500063.

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