

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

**On this the 19<sup>th</sup> day of March 2019**

**In C.G. No: 337/ 2017-18/Vijayawada 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 K.Satyanarayana,  
Mandapakala,  
Avanigadda,  
Krishna-Dist

Complainant

AND

1. Assistant Divisional Engineer/O/Avanigadda
2. Chief General Manager/O/Tirupati
3. Divisional Engineer/O/ Vuyyuru
4. Superintending Engineer/O/Vijayawada

Respondents

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**ORDER**

1. The case of the complainant is that he had been utilizing electrical supply for prawn and fish culture since 19- 05- 2005 under Category - III with a contracted load of 15 HP. Suddenly in the month of March' 2017 his service was changed to Category - II from Category -III by the APSPDCL without giving any intimation to him. Even though he approached electricity officials ADE/Operation/Avanigadda and SE/Operation Vijayawada, his attempts yield no results. Hence he submitted his representation in this forum for issuing necessary orders directing the department officials to bill his service in LT Category- III instead of Category- II.
2. Respondent No.4 had made a written submission to this forum wherein he stated that respondent No. 1 had inspected certain aqua services running under LT Category - III and submitted proposals to the Assistant Accounts Officer/O/Avanigadda for change of category from LT Category - III to LT Category - II since the services were released under single phase supply. Respondent No. 4 further quoted reference Memo. No. SE/O/VJA/SAO/AO(R)/JAO/LT/SA2/D.NO.569/18, Dt:20-03-18 stating that the category of the aqua services can be changed from LT category II to LT category - III if

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there is feasibility to provide 3 phase supply and if there is no feasibility to provide supply under three phase, the service category cannot be changed from LT Category -II to Category-III.

3. The point for consideration is whether complainant service shall continue to be billed under LT Category – II?

The Licensee had given guidelines for implementation of re - categorization of aqua services in their memo vide Memo. No. CGM (R&I)/GM (R)/SAO/(R)/AAO(R)/JAO/LT-I/D.No.1024/18, Dt:13.07.2018 wherein it is mentioned that the aqua services presently billed under LT Category - II shall be re-categorized to LT Category -III. So respondents are bound to implement the orders issued by the Licensee in this regard. Thus the point is answered accordingly.

4. In result, the respondents are directed to restore the category of the complainant's service to LT Cat - III and to revise the bills from the date of change of category and change the category of the service duly withdrawing the excess amount raised in the bill due to the billing of the said service under LT Category -II. Accordingly 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, 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 19<sup>th</sup> March 2019.

Sd/-	Sd/-	Sd/-	Sd/-
<b>Member (Finance)</b>	<b>Member (Technical)</b>	<b>Independent Member</b>	<b>Chairperson</b>

**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 (Executive Director/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.

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