

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

On this the 28th day of June 2019
C.G.No:388/2018-19/Kadapa 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

M/s. Indus Towers Ltd.,
Survey No: 133, 4-51,
8th Floor, SLN Terminus,
Beside Botanical Garden,
Gachibowli,
Hyderabad

Complainant

AND

1. Assistant Accounts Officer/ERO/Rayachoty
2. Assistant Executive Engineer/O/Galiveedu
3. Deputy Executive Engineer/O/Rayachoty Rural
4. Executive Engineer/O/Rayachoty

Respondents

ORDER

1. Complainant presented a complaint through online wherein he has stated that he is authorised representative of M/s. Indus Towers Ltd. The company is having a service connection No. 2412705000497 with contracted load of 10 KW under LT Cat-II. They have received notice from internal audit wing stating that RMD was recorded above 56 KW and the service is liable to be billed under HT Cat - II as per GTCS. Hence back billed in the month of 02/2016 which is highly objectionable as the service was released with 16 KVA 3 phase DTR. There is no chance of recording 74 KVA as RMD. The same was also certified by the field officers and recommended for dropping the audit para. But still the issue is not resolved. Hence requested to resolve the issue.
2. Respondents No. 1, 3 and 4 submitted written submission separately. But the contents are one and the same. The respondents have submitted that the Corporate Office has given clear instructions to respondent No.1 to withdraw the shortfall amount and surcharge if any. In turn the respondent No.1 has withdrawn audit shortfall of Rs.14,442/- vide RJ No. 19/04-2019 excluding surcharge. The respondent was also directed to withdraw the surcharge on the above amounts and in turn the respondent has withdrawn Rs.13,567/- vide RJ No.19/04-2019 and thus resolved the grievance of the complainant.

C.G.No.388/2018-19/Kadapa Circle

DESPATCHED
DATE 28/7

3. On perusal of the account copy of the service connection it is evident that an amount of Rs. 31,914/- was withdrawn during 04/2019 together with the adjustment of interest on security deposit of Rs. 3,905/- and thus the arrears became zero.
4. When the complainant was contacted by the Forum at 3.40 P.M on 29.05.2019, he has expressed his satisfaction in resolving the grievance.
5. In as much as the grievance of the complainant has been resolved by the respondents 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**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

This order is passed on this, the day of 28th June 2019.

Sd/- Sd/- Sd/- Sd/-
Member (Finance) Member (Technical) Independent Member Chairperson

Forwarded By Order



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 , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.
Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

C.G.No.388/2018-19/Kadapa Circle