

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

On this the 28th day of May 2019

C.G.No:309/2018-19/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

V. Jhansi Rani
C/o. Gopala Krishna
D. No: 2-52,
Nagayalanka,
Krishna -Dist.

Complainant

AND

1. Assistant Accounts Officer/S-RO/Avanigadda
2. Assistant Executive Engineer/O/Nagayalanka
3. Deputy Executive Engineer/O/Avanigadda
4. Executive Engineer/O/Vuyyuru

Respondents

ORDER

1. Complainant presented this complaint before this Forum through post wherein she has informed that she is having aqua culture service connection bearing No. 6722210000311 in Nagayalanka (M). Though she has stopped the culture during July' 2018 the electricity bills are being issued for higher amounts. Although she has not availed any supply additional security deposit of Rs. 99,640/- was demanded by the officers. The officers have already opened the AB switch for nonpayment of bill and ACD amounts. During August the respondent has closed the AB switch to take the readings only. Soon after taking the reading the AB switch was opened. When she has questioned how huge bill and ACD was demanded when the AB switch was opened. But none of the officers have explained the reasons for huge billing. Hence requested to do justice.
2. Respondents No. 2, 3 and 4 filed written submission separately. But the contents are one and the same. The respondents have stated that the complainant has availed supply continuously and the consumption particulars from Jul'18 to Oct'18 are as follows :

Month	KWH	Units	KVAH	Units	KVA	MF
Jul'18	366565	29369	486297	39517	182	0.5
Aug'18	378847	12282	502410	16113	72	0.5
Sep'18	392903	14056	518012	15602	69.6	0.5
Oct'18	392903	Nil	518012	Nil	0	0.5

DESPATCHED

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As could be seen from the above the complainant has availed supply continuously. For nonpayment of CC charges the service was disconnected on 05.09.2018 and hence consumption during 10/2018 is nil.

3. A personal hearing through video conferencing was conducted on 06.03.2019. Lakshminarayana on behalf of the complainant attended to the hearing. Respondents No. 1 to 4 presented and reiterated their versions. Respondent No. 3 was directed to file additional submission.
4. The respondent No.3 filed additional written submission as per the directions issued during the video conferencing wherein he has submitted that having convinced with the arguments took place in the video conference the complainant has paid the CC bill amount vide PR No. 1178968 Dt:07.03.2019 Rs.30,890/- and no arrears are pending against the service connection. However since the complainant has not paid the ACD amount of Rs.1,14,980/- the service remained under disconnection.
5. As could be noticed from the account copy of the said service connection it is evident that an amount of Rs. 30,890/- was paid during Mar'2019 and the arrears became nil.

The complainant is liable to pay additional security deposit in terms of Para 6 (1) and (2) of Reg. No.06/2004 issued by Hon'ble Commission. Hence the complainant is advised to pay the additional security deposit as per the revised additional security deposit issued by the respondents for the year 2018-19.

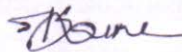
6. Accordingly the complaint is disposed off.

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 May 2019.

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

Forwarded By Order



Secretary to the Forum

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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.


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