

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

On this the 28<sup>th</sup> day of June 2019

C.G.No:320/2018-19/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*

M. Lakshmi Narayana,  
C/o.Gopala Krishna ,  
2-52,  
Nagayalanka,  
Krishna -Dist.

Complainant

**AND**

1.Assistant Accounts Officer/ERO/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 he has informed that he is having aqua culture service connection bearing No. 6722210000307 in Nagayalanka (M). Though he has stopped the culture during July' 2018 the electricity bills are being issued for higher amounts. Although he has not availed any supply additional security deposit of Rs. 1,14,980/- 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 he 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 submissions 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
Jul'18	248721	5398	255311	5402	37.6
Aug'18	261163	12442	270197	14886	48

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**DESPATCHED**  
DATE 26/7

Sep'18	267763	6600	278701	8504	48.8
Oct'18	267763	Nil	278701	Nil	0

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. The complainant has to pay ACD amount of Rs.1,14,980/- for the F.Y. 2017-18 and the same was included in the CC bill.

3. A personal hearing through video conferencing was conducted on 06.03.2019. 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. 1178967 Dt:07.03.2019 Rs.49,711/- 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. 49,711/- 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 notice issued by the respondents for the year 2018-19. The respondents are directed to review the adequacy of security deposit in terms of the above clause and issue demand notice afresh for the F.Y- 2018-19 on the complainant.
6. Accordingly the complaint is disposed off in favour of respondents.

If aggrieved by this order, the Complainant may represent to the **Viduyt Ombudsman, Andhra Pradesh**, 3<sup>rd</sup> 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 28<sup>th</sup> June 2019.

Sd/-

Sd/-

Sd/-

Sd/-

**Member (Finance)**

**Member (Technical)**

**Independent Member**

**Chairperson**

Forwarded By Order



Secretary to the Forum

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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 , 3<sup>rd</sup> 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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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