

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:347/2018-19/Vijayawada Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao

Chairperson
Member (Finance)
Member (Technical)

Between

Shaik Meera Saheb,
20/06/143 A,
Ramalingeswarapet,
Vijayawada,
Krishna -Dist.

Complainant

AND

1. Assistant Executive Engineer/O/Muthyalampadu
2. Deputy Executive Engineer/O/Vijayawada D2
3. Executive Engineer/O/Vijayawada Town

Respondents

ORDER

1. Complainant presented a complaint stating that on 27.06.2002 he has approached AE/Muthyalampadu for conversion of single phase service into 3 phase service bearing No. 6423453214062. As per the advice of the AE he has paid Rs.5,000/- through Sri Sharadamba Mahila Co-Operative Urban Bank Ltd to the DE/O/ Town and Rs.500/- to AAO/ERO/Town-1 totaling to Rs.5,500/- on 27.06.2002. On remittance of necessary amount the departmental staff have fixed three phase meter. He has also informed that when he approached ADE it was found that 3 phase connection was sanctioned to his service on 05.07.2002. It was available in the office records. When he went to ERO/VJA and got it verified there was no entry as to the three phase connection in their records. During July'2018 SE/O/VJA announced for voluntary regularization of additional loads. He has paid an amount of Rs.5,650/- on 17.07.2018. On his observation regarding news item in Eenadu daily on 30.07.2018 regarding redressal of grievances, he wanted to approach the Forum for remedial action regarding payment of twice the development charges and accordingly approached. Finally he has requested to resolve his grievance.
2. Respondent No.1 in his written submission has explained that the complainant has paid an amount of Rs.5,650/- on 17.07.2018 for regularization of additional load for 7 KW under voluntary regularization scheme. The contracted load of the

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DESPATCHED

DATE

26/7

complainant was enhanced from 520 watts to 7520 watts. Further the complainant has stated that he has paid an amount of Rs.5,500/- by way of Pay Order on 27.06.2002 for conversion of single phase service into 3 phase service and refund of the same, he has submitted that on verification of the records the old records were not traceable. Hence requested to pass orders.

3. A personal hearing through video conferencing was conducted on 11.06.2019 for which complainant absent and respondents No. 1 and 3 present. Respondent No 3 replied that he will submit additional information on the complaint.
4. The respondent No.3 has sent letter of the complainant addressed to the Chairperson that he was satisfied with the reply given by the respondents and withdrawing the complaint. When the complainant was contacted over phone by the Secretary/CGRF at 3.30 P.M on 15.06.2019 he has confirmed about his willingness for withdrawal of the complaint.
5. Since the complainant himself has chosen for withdrawal of his complaint, the complaint is liable to be dismissed as withdrawn.
6. In result the complaint is dismissed as withdrawn.

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/-
Member (Finance)

Sd/-
Member (Technical)

Sd/-
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.