

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 6<sup>th</sup> day of June 2020**  
**C.G.No:6/2019-20/ Guntur Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**  
**Sri. Dr. R. Surendra Kumar**

**Chairperson**  
**Independent Member**

***Between***

K.Venkateswarulu,  
Ganapavaram(V),  
Nadendla (M),  
Guntur- Dist

Complainant

***AND***

1.Junior Accounts Offcier/S-ERO/Chilakaluripet  
2.Assistant Executive Engineer/O/ Ganapavaraml  
3.Deputy Executive Engineer/ Chilakaluripet  
4.Executive Engineer/O/Guntur Town- 2

Respondents

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**ORDER**

1. The case of the complainant is that he is having AGL service No.9121557801562 in Ganapavaram (V) and (M). But there are no lines and supply to his AGL service connection since 2011. Hence requested to withdraw AGL charges.
2. Respondent No. 1 alone filed written submission stating that consumer is having contracted load of 5 HP. The service is billed with customer charges @ Rs.30/- per month. Due to non- payment of CC charges arrear has been accumulated to Rs.8,205/- till March' 19 and shown in April '19 CC bill. Consumer has not applied for cancellation of service hence customer charges were raised monthly.
3. Personal hearing was held on 11.06.2019. Complainant was present. Respondents No. 3 and 4 were present. Both the parties represented that service is not used for 10 years. Distribution transformer was stolen. Complainant has not paid customer charges from 2004 to 2019. Hence respondents are directed to file additional written submission.
4. Again personal hearing was conducted on 17.10.2019. Complainant was absent Respondents represented that unless consumer pays customer charges the service could not

**DESPATCHED**  
DATE 11/06

be restored and consumer has not applied for cancellation of AGL service connection. So consumer is liable to pay customer charges along with surcharge. Respondents are directed to furnish the details of customer charges and surcharge .

5. Again personal hearing was held on 07.02.2020. Complainant was absent. Respondents are directed to furnish details of customer charges and surcharge thereon. Hence Respondents No. 2 to 4 filed additional written submission dt :13.02.2020 stating that consumer has paid arrears up to December'2010 amounting to Rs.1,833/- and customer charges without surcharge from January'2011 to December' 19 Rs. 3,240/- totaling to Rs.5,073/- duly deducting the payment made Rs 1,583/- and an amount of Rs.3,490 was paid vide receipt No.1472144 Dt: 25.10.2019.
6. Again joint written submission was filed by respondents No. 1 to 3 dt 18.03.2020 stating AGL lines are provided and DTR was erected to agricultural service of consumer and power is restored to his Service No. 9121557801562 on 09.03.2020.
7. When complainant was contacted by the staff of the forum at 11.45 A.M on 21.03.2020 consumer expressed his satisfaction.
8. The contention of the complainant is that he is not liable to be pay surcharge on the ground that no power supply is given to him is reasonable. Respondents are not entitled to levy surcharge on the customer charges without providing service at all. Hence respondents are directed to withdraw surcharge, collect only customer charges till the date of restoration of service connection i.e on 09.03.2020. Accordingly the complaint is disposed off.

If aggrieved by this order, the Complainant may represent 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 within 30 days from the date of receipt of this order.

This order is passed on this, the day of 6<sup>th</sup> June 2020.

Sd/-  
**Independent Member**

Sd/-  
**Chairperson**

True Copy  
19/06/2020  
Member/Finance

RECEIVED  
DATE 11/06/2020

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 within 30 days from the date of receipt of this order

Copy Submitted to the Secretary, APERC, 11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills,  
Lakdikapool, Hyderabad- 500 004.