

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

On this the 5th day of September 2019
C.G.No:138/2019-20/ Guntur 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

A. Gopaiah,
1-8-304/308/444,
4th Floor,
Gowra Plaza,
Begumpeta,
Secunderabad.

Complainant

AND

1. Assistant Accounts Officer/S-ERO/ Gurazala
2. Assistant Executive Engineer/O/Karempudi
3. Deputy Executive Engineer/O/Gurazala
4. Executive Engineer/O/Macherla

Respondents

ORDER

1. Authorized signatory of ATC telecom infrastructure Pvt. Ltd. presented a complaint stating that they have received CC bill for Service No. 1413201003918 in the month of Dec'18 with an arrears of Rs.38,550/- This arrear pertains to additional load charges for the period June '2012 for additional load of 12 KW. But their connected load is only 10 KW. They have never exceeded the contracted load hence requested to delete the additional load amount included in the bills.
2. Respondent No.1 in his written submission has stated that an additional load case for excess load of 12 KW over and above the contracted load of 10 KW was booked against the above

C.G.No.138/2019-20_Guntur Circle

DESPATCHED

DATE

5/9

service No. for an amount of Rs.38,550/- and the same was included in the CC bill of 07/2018.

After re-inspection of the complainant's premises respondent No.4 has issued the final assessment orders for nil. Consequent on issue of final assessment orders the additional load amount of Rs.38,550/- was withdrawn vide RJ No.03/08-2019 and thus resolved the grievance of the complainant.


3. During the tele - conversation with the complainant by the Secretary/Forum on 29.08.2019 at 11.20 A.M. the complainant has expressed his satisfaction in resolving his grievance.
4. Since the grievance of the complainant has been redressed by the respondents by withdrawing the assessment amount, 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 5th September 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 within 30 days from the date of receipt of this order
Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

C.G.No.138/2019-20_Guntur Circle