

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

**On this the 31<sup>st</sup> day of December 2019**

**C.G.No:141/2019-20/ Guntur Circle**

**Present**

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

Chairperson  
Member (Finance)  
Independent Member

**Between**

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

Complainant

**AND**

1. Assistant Accounts Officer/ERO/ Macherla
2. Assistant Executive Engineer/O/Durgi
3. Deputy Executive Engineer/O/Macherla
4. Executive Engineer/O/Macherla

Respondents

\*\*\*\*\*

**ORDER**

1. A complaint was presented by Sri A. Gopaiah, representative of ATC Telecom infrastructure Private limited regarding wrong billing to their LT Cat- 2 service, requested for revision of bill.
2. Respondent No.1 filed written submission before this Forum wherein he submitted that an additional load case was booked on the complainant's service for regularization of excess load of 15 kilowatt (from a contracted load of 10 kilowatt to connected load of 25 kilowatt) and notice was issued for payment of Rs. 48,150/- the same was included in the CC bill in the month of 7/2018. Consequent on following payments made by consumer additional load case was closed.

DESPATCHED  
DATE

21/1/20

3. Complainant made a phone call to the secretary mobile on 11.12.2019 at 4:50 PM. and informed that his grievance was resolved.
4. Since the grievance of the complainant was resolved accordingly the case 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 31<sup>st</sup> December 2019.

Sd/-  
**Member (Finance)**

Sd/-  
**Independent Member**

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 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.