

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

On this the 29th day of February 2020
C.G.No:173/2019-20/ Guntur Circle

Present

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

Chairperson
Independent Member

Between

B. Shankar,
613/3,
Opp. Sapthagiri kalyana Mandir,
Nallapadu,
Guntur.

Complainant

AND

1. Assistant Account Officer/O/Guntur Town-1
2. Deputy Executive Engineer/O/ Guntur Town-3
3. Executive Engineer/O/ Guntur Town-1

Respondents

ORDER

1. Complainant filed a complaint before this Forum stating that to his LT Cat - III service vide Service No.1113819004176 an auto generated case was raised for exceeding MD of 59.71 KW and Rs.1,12,600/- was added to the regular CC bill. Immediately he had approached the DEE/Town-3/ GNT for re-inspection of the service accordingly the service was inspected by respondent No.2 and report was submitted to respondent No.3. During this course of time the CC bill paid by the Complainant towards his another service No.1113819005725 in the name of Bandaru Polymers for an amount of Rs. 1,18,701/- was adjusted to the auto generated case amount and raised the contracted load to 108.2 KW and causing HT billing every month. The complainant finally requested the forum for final assessment to the auto generated case and revision of CC bill.
2. Respondent No. 1 and respondent No.3 did not submit their written submissions.

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DATE 03/03

3. Respondent No.2 had only submitted interim written submission to the forum stating that to the complainant service No. 1113819004176 Maruti Industries an auto generated case was registered in the month of 05/2018 for MD over the contracted load of 59.71 KW. Later the load amount was added in the CC bill. The complainant paid the CC bill. The service was inspected by him and the loads were confirmed with the auto generated case loads and the same was communicated to the ERO to bill the service in HT category from the date of additional load auto generated case. Again on consumer request his service was re-inspected by Respondent No.2 and the total load is 90.5 HP plus 2420 watts.
4. The case was called for personal hearing for two times on 17.10.2019 and on 12.02.2020. On 17.10.2019 both the parties were present and reiterated their versions. Complainant was informed to submit final additional information in support of his complaint. However Complainant did not send any information to this forum. On 12.02.2020 the respondents were only present and respondent No.3 submitted that the complainant's grievance was resolved and he was satisfied. Respondent No.3 was directed to submit final written submission to this forum through mail to dispose off the case.

Even after instructing the respondents directly in video conferencing to submit the final written submission to this forum the respondents did not choose to submit their written statements for the reasons best known to them.

5. The complainant when contacted by the secretary of the Forum on 20.02.2020 at 12.40 P.M. he informed that respondents have revised the CC bills and adjusted the assessed amount for his service No.1113819004176 and another service No.1113819005725 the payment was also rectified and he requested to close the complaint. Since his grievance was resolved the forum is of the opinion that there is no need to keep the complaint pending for want of written statement disclosing all the relevant aspects from the respondents, hence the case is disposed off as grievance of the complainant is resolved.

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,

RECEIVED
20/02/2020


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 29th February 2020.

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 , 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.