

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:179/2019-20/ Guntur Circle

Present

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

Chairperson
Independent Member

Between

K. Nageswara Rao,
5-35,
Guttavaripalem,
Battiprolu,
Guntur.

Complainant

AND

1. Assistant Accounts Officer/ERO/ Repalli
2. Assistant Executive Engineer/O/Battiprolu
3. Deputy Executive Engineer/O/Repalli
4. Executive Engineer/O/Tenali

Respondents

ORDER

1. Complainant filed a complaint before this forum regarding :
 - a) adjustment of an amount of Rs. 3,500/- collected by the APSPDCL towards developmental charges in the coming bills.
 - b) Withdrawal of capacitor surcharges collected from him and adjusting the same in the coming bills.
2. Respondents No.1,2,3 and 4 submitted their joint written submission before this forum stating that for the complainant service the existing 3 phase non IRDA port meter was replaced with 3 phase IRDA port meter. The meter change was entered in AE/Billing login, but due to technical problem the service was billed with MF-2 instead of MF-1. Based on the recommendations of AE the MF was corrected by the respondent No.1. But during the service billed with MF-2 maximum demand recorded double time because of which auto generated additional load case was generated for an amount of Rs. 15,200/- and the same was included in the CC bill. Based on the final assessment order of Respondent No.4 for an assessment amount of Rs.3,500/ respondent No.1 had revised the bill. Aggrieved by the revision the complainant approached the Forum.

DESPATCHED

DATE 06/03

Respondents further stated that the power factor greater than 0.95 is not maintained by the complainant and so as per tariff provisions capacitor surcharges are levied in the bill automatically.

3. The forum conducted video conferencing on 12.02.2020 for which respondents were only present. Respondents' stated that complainant agreed to the version of respondents and paid the entire arrear.
4. When the Secretary of the forum contacted the complainant over phone on 25.02.2020 at 04.10. P.M. he informed that he was convinced by the version of respondents and requested to close his complaint.
5. Since the complainant himself requested the forum to close his complaint accordingly the case is disposed off.


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 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.