

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

On this the 28th day of September 2019

C.G.No:175/2019-20/Kurnool Circle

Present

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

Chairperson
Member (Finance)
Independent Member

Between

C.Mallikarjuna,
Temple Quarters No:50,
Near E.O. Office,
Srisailam,
Kurnool -Dist .

Complainant

AND

1. AssistantAccounts Officer/ERO/Nandikotkur
2. Assistant Executive Engineer/O/Srisailam
3. Deputy Executive Engineer/O/Atmakur
4. Executive Engineer/O/Kurnool
5. Assistant Executive Engineer/DPE-1/Kurnool

Respondents

ORDER

1. Complainant presented a complaint stating that he is resident of Temple Quarters No.50 Near E.O. Office, Srisailam and is having domestic Service No. 8331303000302. Theft of energy case was erroneously booked by DPE wing against his service connection by entering wrong section code of 83313 instead of 83314. He has already approached respondents No.2,3 and DE/ DPE /KNL and a letter was also sent apprising the erroneous booking. Though all the officers have assured him to delete the case, suddenly his service connection was disconnected on 27.08.2019. Hence he was forced to pay the amount of Rs.2, 631/- along with RC fee of Rs.100/- though there is no fault on his part. Hence requested to resolve his grievance.
2. Respondent No.1 in his written submission has explained that a malpractice case was booked against service No. 8331303000302 Srisailam and provisionally assessed an assessment of Rs.6,272/- and finally assessed Rs.7,651/-. Based on the final assessment orders demand was raised against the service connection No.8331303000302 of Rs.7,651/- vide RJ No.48/11-2018. It was learnt from the DPE wing that the malpractice case belongs to Sunnipenta

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DESPATCHED

DATE

30/9

bearing No.8331401000302. Hence the entire assessment amount raised against the service has been withdrawn vide RJ. No.32/12-2018. The differential tariff along with fixed charges and belated payment charges totaling to Rs. 2,359/- was also withdrawn vide RJ No.31/09-2019 and thus resolved the grievance of the complainant.

3. On perusal of the statement of account of the said service connection it is observed that Rs.7,651/- was withdrawn vide RJ No.32/12-2018 and an amount of Rs. 2,359/- was withdrawn vide RJ No.31/09-2019 and the arrears as on 23.09.2019 became minus of Rs.1,603/-. Hence it is very clear that the erroneously booking of case has been rectified by the respondents.
4. Since erroneously booked case against the complainant service has been withdrawn and erroneously billed excess amount has also been withdrawn by the respondents 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 28th September 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 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.

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