

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:164/2019-20/Nellore Circle

Present

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

Chairperson
Independent Member

Between

A. Kalaiah & Others,
Kavali,
Nellore -Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Kavali
2. Assistant Executive Engineer/O/Kavali Town
3. Deputy Executive Engineer/O/Kavali
4. Executive Engineer/O/Kavali
5. Superintending Engineer/O/Nellore

Respondents

ORDER

1. Complainant Sri. A. Kalaiah and others filed a complaint before the forum regarding change of their AGL services from payee category to free category.
2. Respondent No.4 submitted his written submission before this Forum wherein he submitted that 5 No's AGL services were released to the complainants on 25.07.2014 out of which only 1 No service is released under free category and remaining 4 No's were released under payee category. As per the guidelines of Hon'ble APERC, if any one of the consumer is having wet land and having 2.5 Acres of land purely comes under free category, the remaining four services of the complainant were changed from AGL payee category to AGL free category from the date of release of supply.
3. Respondent had also enclosed statement of the complainant addressed to the respondent No.1 Wherein he stated that their grievance was resolved and expressed satisfaction.

DESPATCHED
DATE 06/03

4. Complainant when contacted over phone by the forum on 01.02.2020 at 12.30 P.M. he expressed his satisfaction in resolving their grievance.
5. Since the grievance of the complainant has been resolved 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 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.