

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

On this the day of 29th February 2020
In C.G.No:238/ 2019-20/Ongole Circle

Present

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

Chairperson
Independent Member

Between

N.V. Nageswara Rao,
C/o. N.V.N.R. Stone Crushers,
59-10-5,
Gayatri Nagar,
Vijayawada

Complainant

AND

1. Superintending Engineer/ O/Ongole Respondents
2. Executive Director/Operation /Tirupati

ORDER

1. Complainant presented a complaint before this Forum stating that his HT service vide Service No.ONG218 was surrendered in the year 2012 and requested the respondents to transfer the amount to his another HT service vide service No. CRDA 600. In spite of continuous follow ups and several reminders no action was taken so far by the respondents hence he requested the forum to kindly look into the matter and arrange for payment of the same together with interest thereon.
2. Respondent No.2 submitted her representation to this forum in which she had submitted that the consumer has requested to disconnect the service HT SC No. ONG 218. immediately and to transfer the load along with available amounts to their another service existing bearing HT Sc.No.GNT-600 in Guntur District.

As per GTCS clause No.5.3.4, Only Shifting of service from one location to another location is allowed duly collecting shifting charges. But this clause is not applicable to

DESPATCHED
DATE 03/03

transfer of CMD from one service to other service.

As per GTCS clause No.5.3.3.1, the development charges are non refundable after dismantlement of the service. But the security deposit can be refunded or transferred from one service to another service.

In view of the above the request of consumer for transfer of load along with available amounts from the HT service HT SC NO ONG 218 to another service existing bearing HT Sc.No.GNT-600 in Guntur District is not considered. However the consumer is entitled for refund/transfer of the Security Deposit available against the HT SC NO ONG 218.

3. A personal hearing through video conferencing was conducted on 14.02.2020 for which complainant was present and on behalf of respondents DE/Tech/GNT was present. During the hearing complainant agreed to the written submission of the respondents and requested the forum to pass such orders to refund the security deposit to him.
4. In view of the above, the respondents are hereby directed to refund the entire security deposit with interest to the complainant within 15 days from the date of receipt of this order duly following the procedure in vogue and submit compliance report within 15 days thereon. 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

DESPATCHED
DATE 03/03

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.