

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

**On this the day of 6<sup>th</sup> June 2020**  
**In C.G.No:263/ 2019-20/Ongole Circle**

**Present**

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

**Chairperson**  
**Independent Member**

***Between***

Y. Pradeep Kumar,  
S/o. Y. Kotaiah,  
6-108,  
Naidu Street,  
Markapur,  
Prakasham-Dist

**Complainant**

***AND***

1. Assistant Accounts Officer/ERO/Markapur
2. Deputy Executive Engineer/ O/Markapur
3. Executive Engineer/Operation /Markapur

**Respondents**

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**ORDER**

1. The case of the complainant is that he is having service No.4222101000521 in D.No. 6-108 at sixth ward in Markapur Municipality. Previously he had internet service. He had closed his internet in December'2018 but every month he is receiving pole tax. He had approached AAO /ERO/ Markapur every month after receipt of bill. But they are not giving proper response. Last week he had sent a letter dt 28.6.2019 vide D.No.223/19 . After submission of this letter pole tax was removed but again the amount which was withdrawn and pole tax for that month was included in the monthly bill. Then he again approached AAO/ERO/Markapur but there is no response.
2. Respondent No.1 filed written submission stating that AE/O/Markapur sent a letter stating that consumer of SC.No.4222101000521 has not utilized departmental poles due to closure of internet centre of the consumer and recommended for withdrawal of penal charges of poles after 12/2018 which was raised as demand. Hence an amount of

**RESPATCHED**

**DATE 11/06**

Rs.10,400/- was withdrawn vide RJ No.36/03-2020 and the same was informed to the consumer . Consumer has expressed his satisfaction and sent scanned copy of the letter through mail stating that his grievance was resolved.

3. When consumer was contacted over phone by the staff of the forum on 21.03.2020 at 11. A:M he admitted that his grievance was resolved.
4. In view of resolving the grievance of the consumer the complaint is disposed off accordingly.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3<sup>rd</sup> 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 6<sup>th</sup> June 2020.

Sd/-  
**Independent Member**

Sd/-  
**Chairperson**

True Copy

Member/Finance

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 3<sup>rd</sup> 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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

RECEIVED  
DATE 11/06/2020