

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

On this the day of 31st July 2020
In C.G.No's:298 & 300/ 2019-20/Ongole Circle

Present

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

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

M/s. ATC Telecom Infra Structure Pvt Ltd.
ATC TIPL Gowra Plaza,,
1-8-304/308/444, 4th Floor
Sardarpatel Road,
Begumpet,
Secunderabad.

Complainant

AND

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

Respondents

ORDER

1. Authorised signatory of M/s. ATC Telecom infrastructure Pvt Ltd. presented the complaint for wrong up-gradation of KW load. Demand notice issued for the service No.4122228000313, LT -2 B ERO Podili, Prakashm Dt. they received regular bill in the month of June' 18 with arrears when they approached ERO they were informed that the arrears pertains to KW up gradation charges for the period of Jan'15 from 13 KW to 25 KW for an amount of Rs.32,150/- 25.01.2013. But their connected load for the grid for his service was not exceeded above 15 KW hence they objected and approached respondent No. 2 and AE for physical inspection. But they did not inspect the premises. Then they approached Superintending Engineer, with his intervention conducted physical inspection agreed for the connected load but not resolved the issue

DESPATCHED
DATE 05/08

and still showing arrears and penalizing them every month hence requested to resolve the grievance.

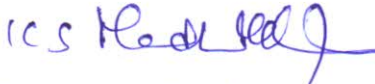
2. Respondents No. 2 and 3 and AE/O/ Konakanamitla filed written submission stating as per the representation of consumer the service was inspected and revision has been made from 24.18 KW to 15 KW and the amount has been effected through RJ and withdrawn an amount of Rs.32,150/- and RJ is effected thus the grievance of the consumer is resolved.
3. Complainant appears to have presented two complaints for the same relief for the same service Connection No. 4122228000313 LT –II (B) ERO Podili and inadvertently this office has given two C.G .Numbers for one and the same complaint.
4. When manager of the complainant by name Praveen was contacted by phone on 16.06.2020 he represented that their grievance is resolved
5. In as much as the grievance of the complainant is resolved the complaints in C.G No's.298 and 300 are 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 31st July 2020.

Sd/- Sd/- Sd/- Sd/-
Member (Finance) Member (Technical) Independent Member 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.