

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 1st day of August 2019
C.G.No:118/2019-20/Tirupati Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao

Chairperson
Member (Finance)
Member (Technical)

Between

N.Konda Reddy,
Gongivaripalli,
Sodum (M),
Chittoor-Dist

Complainant

AND

1. Assistant Accounts Officer/Piler,
2. Assistant Executive Engineer/O/Sodum
3. Deputy Executive Engineer/O/Piler Rural,
4. Executive Engineer/O/Piler

Respondents

ORDER

1. N. Konda Reddy of Gongivaripalli (V) Sodum (M) presented a complaint before this Forum wherein he has submitted that he had paid an amount of Rs.3,975/- on 20.12.2011 against his service connection No.5712306000577. But the respondents again have included the same amount in his bill and insisting him to pay the said amount again. He has also enclosed photostat copy of receipt No. 354494 Dt : 20.12.2011.
2. Respondent No.1 in his written submission has elucidated that additional notice of 3 KW was issued against the complainant on 01.08.2011 and the complainant has paid the amount but proposal for additional load was not received at ERO and hence the additional load amount was debited to the complainant during 06/2018 as per the instructions of the Licensee. Respondent No.2 has furnished the payment particulars and hence the additional load amount was withdrawn vide R.J No.17/07-2019 and the additional load updated in the master as 3.52 KW and thus redressed the grievance of the complainant.
3. On persual of the account copy of the said service connection it is noticed that the contracted load of the service connection is updated as 3.52 KW and there are no arrears outstanding against the service connection and thus it can be said that the grievance is resolved.
4. In view of the above the complaint is disposed off in favour of the complainant.

C.G.No:118/2019-20/Tirupati Circle

DESPATCHED
DATE

all

3/8

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 1st August 2019.

Sd/-
Member (Finance)

Sd/-
Member (Technical)

Sd/-
Chairperson

Forwarded By Order

Kame

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.

DESPATCHED
DATE