

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

On this the 9th day of December' 2020
C.G.No:187/2019-20/ Tirupati Circle

Present

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

Chairperson
Member (Technical)
Independent Member

Between

P. Srikala,
Plot No:5,
Sriram Nagar ,
Kaluru Cross,
Perumallapalli (P),
Tirupati Rural,
Chittoor -Dist

Complainant

AND

1.Assistant Accounts Officer/ERO/Chandragiri
2.Deputy Executive Engineer/Chandragiri
3.Executive Engineer/O/Tirupati Rurals

Respondents

ORDER

1. Complainant filed a complaint before this Forum stating that for 4 months estimation charges of about Rs.59,000/- was included in the CC bill to her service No:5424303001378. But the department has not erected poles and line to her service. Hence she requested the Forum to withdraw the estimation charges from the CC bill.
2. Respondent No.3 in his written submission stated that the complainant R. Sri Kala, Sriram Nagar, Kalloor, C. Mallavaram has represented that an estimate has been prepared for an amount of Rs.59,490/- for providing service to the consumer, erection of new line and pole. But, it is to submit that since there was an existing


DESPATCHED
DATE 10/12

line nearby to the consumer service, hence the service was released from the previously existing nearby line without erection of new line and pole. But as per the departmental procedure, the estimate amount was included automatically to the CC charges bill. In this connection, the respondent No.3 has requested the Respondent No.1 to withdraw the amount from the CC bill.

3. A personal hearing through video conferencing was conducted on 17.11.2020. Both parties present. Respondents informed that they will withdraw the amount from the bill.
4. Accordingly respondent No.1 in his additional written submission submitted that the estimate cost of Rs.59,490/- has been withdrawn vide R.J.No.06/11-2020 dt: 18.11.2020.
5. Complainant when contacted over phone by the Secretary/Forum on 26.11.2020 at 01.00 P.M. complainant's husband expressed his satisfaction in resolving their grievance and requested to close the complaint.
5. In as much as 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 9th December 2020.

Sd/-
Member (Technical)

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.