

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

**On this the 25<sup>th</sup> day of September 2020**

**C.G.No:275/2019-20/ Tirupati Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**

**Chairperson**

**Sri. A. Sreenivasulu Reddy**

**Member (Finance)**

**Sri. V. Venkateswarlu**

**Member (Technical)**

**Sri. Dr. R. Surendra Kumar**

**Independent Member**

***Between***

P.Mahadeva Reddy,  
P.No.196,  
Auto Nagar,  
Renigunta Road,  
Tirupati  
Chittoor- Dist

Complainant

***AND***

1. Deputy Executive Engineer/Tirupati Town-II  
2. Executive Engineer/O/Tirupati Town

Respondents

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**ORDER**

1. The case of the complainant is that he has taken Plot No.196 in Auto Nagar, Tirupati for running plastic industry and has applied for electricity service connection in the name of M/s. Janaki Rama plastics through mee -seva by depositing Rs.37,995/- . Subsequently he has applied for change of single phase service vide SC No.5534501006713 to 3- Phase service. Accordingly the service was changed. Hence he has requested to adjust the amount paid by him in the name of M/s. Janaki Rama Plastics to 3- phase service and AEE promised to do it. But till now it was not transferred even though 22 months have lapsed . Hence he has requested to refund the amount. But his request is not considered till today.
2. Respondent No.2 filed written submission stating that complainant paid the amount of Rs.37,995/- for new connection in the name of M/s. Janaki Rama Plastics. Accordingly material was drawn by AEE/O/Damineedu. Meanwhile complainant requested to convert the existing single phase service to 3-Phase vide service No.

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**DESPATCHED**

DATE 26/9

5534301006731(Complainant has mentioned the last 3 digits as 713 whereas respondent No. 2 mentioned it as 731) and requested to refund the amount paid for new connection. Accordingly materials drawn are devoluted from the work order and proposal submitted to Corporate Office for refund of the amount. Accordingly the Corporate Office accorded approval for refund of the amount and applied for release of funds vide LOC. No.10005820 and after release of funds the amount will be paid.

3. Since respondents themselves admitted that process for refund of amount is in progress, respondents are directed to pursue the matter and refund the amount as early as possible within 15 days from the date of receipt of this order and submit compliance report within 15 days thereon.

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 25<sup>th</sup> September' 2020.

Sd/-  
Member (Finance)

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson

Forwarded By Order

*U.S. Reddy*

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