

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

On this the day of 24th August' 2020
In C.G.No:146 2019-20/Vijayawada 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

K.Srinivasa Rao
Near Police Station,
Avanigadda
Krishna-Dist

Complainant

1. Assistant Accounts Officer/ERO/Avanigadda
2. Assistant Executive Engineer/Avanigadda
3. Deputy Executive Engineer/O/Avanigadda
4. Executive Engineer/Vuyyuru

Respondents

ORDER

1. The case of the complainant is that he is having Sc.No.612 under Cat -2 in Avanigadda. He received a notice in the year 2018 to pay an additional load amount of Rs.6300/- . Hence he paid Rs.7300/- but payment was not accounted against his service and on the other hand to his service surcharge is being levied on the said amount. Hence requested to add that amount paid by him towards additional load against his Service No:612 and withdraw the surcharge levied on him .
2. Respondent. No. 1 has filed written submission stating that the consumer of Sc. No:6722100000612 of Avanigadda vide case no :VIG / VYR/ AVNG/1328/15 has paid an amount Rs.7350/- vide Pr.No:8149130/172/2018. But instead of credit the said amount to the above said consumer, it was wrongly credited to consumer Sc.No:6722101000612 of Aswaraopalem distribution vide Case .No:VIJ/VYR/AVNG/1846/16 .

DESPATCHED
DATE 26/08

C.G.No:146/2019-20/Vijayawada Circle

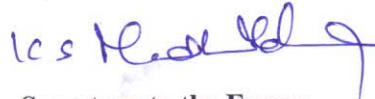
3. In the personal hearing the Forum directed to rectify the mistake, accordingly the additional load amount was added to the Sc.No.6722100000612 of Avanigadda. Respondent No.1 also filed RJ no. copy 12/07-2020 adding the amount to the service number of the complainant and withdrawing additional load case vide RJ.No: 13/07/-2020 and present load is 3.36 KW.
4. In as much as the grievance of the complainant was resolved by the Respondents, accordingly the case 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 24th August 2020.

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