

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

On this the 31st day of December 2019
C.G.No:188/2019-20/Vijayawada Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. A. Ramdas
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Independent Member

Between

N. Venkata Sameer Varma,
Pothumarru,
Kalidindi,
Krishna -Dist.

Complainant

AND

1. Deputy Executive Engineer/O/Kaikaluru
2. Executive Engineer/O/Gudiwada

Respondents

ORDER

1. Complainant filed a complaint before the Forum regarding releasing of service to the complainant ignoring his earlier cancellation request.
2. Respondents No.1 and 2 filed joint written submission wherein they stated that consumer has registered an application accordingly an estimate was sanctioned. Complainant paid an amount of Rs.42,600/- on 30.10.2017 and an amount of Rs.32,353/- on 20.12.2017 towards releasing of 30 HP Aqua service. Later consumer has requested to cancel his application as he is not interested to take service. Hence the application was deleted on 30.04.2019 as per the consumer request and also to reduce the pending applications in EODB.

The respondent further stated that there is no provision to open the deleted application and it takes long process to revoke the application and informed to the complainant to register new application. If the complainant comes forward for new registration, the service will be released and already paid amount will be refunded as per the departmental procedure.

Ob
DESPATCHED
DATE
6/1/20

C.G.No:188/2019-20/Vijayawada Circle

3. In view of the above, the complainant is advised to register a new application for release of 30 HP Aqua load in mee-seva. Respondents are also directed to refund the total amount paid by the complainant along with interest charges @ 9 % per annum to the complainant from the date of application for cancellation of service. So also the respondents are directed to release the service to the complainant after registration and payment of suitable charges by the complainant as per the departmental procedures in vogue.
4. Accordingly the complaint is disposed off. Respondents are directed to submit compliance report within 30 days from the date of receipt of this order.

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.

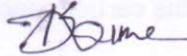
This order is passed on this, the day of 31st December 2019.

Sd/-
Member (Finance)

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 within 30 days from the date of receipt of this order.

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.