

**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 June 2020**  
**C.G.No:207/2019-20/Vijayawada Circle**

**Present**

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

**Chairperson**  
**Independent Member**

***Between***

M/s. Sentini Ceramics Pvt Ltd.,  
Chinapandraka Village,  
Kruthivenu Mandal,  
Krishna -Dist.

Complainant

***AND***

1. Superintending Engineer/O/Vijayawada
2. Senior Accounts Officer/O/Vijayawada

Respondents

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**ORDER**

1. The case of the complainant is that he has applied for deration of load from HT service to LT-3 due to closure of the plant on 03.08.2019 but till it was not derated and he was forced to pay monthly bill without any consumption.
2. Respondents No.1 and 2 filed written submission stating that consumer is having the Service No. VJA-3557 with a CMD of 100 KVA at Chinapandraka (V) Kruthivenu section. Consumer has applied for load deration from HT to LT-III on 03.08.2019 due to shut down of plant operation from 100 KVA HT to 25 HP LT. Executive Engineer/O/Machilipatnam inspected the premises on 20.09.2019 and observed that connected load is at 5 HP + 4 KW. Accordingly a report was submitted to Superintending Engineer/ Operation/Vijayawada with a recommendation to convert the service to LT Category-III. Basing on the recommendations of EE/O/Machilipatnam, the SE/O/Vijayawada issued proceedings on 30.09.2019 for

**DESPATCHED** 207/2019-20/Vijayawada

Page 1

**DATE** 29/6

change of category from the date of inspection i.e. 27.09.2019 or date of agreement and test report whichever is later. Consumer is advised to register a separate application at CSC for required load of 25 HP. There is an arrear of Rs.65,056/- from consumer at the time of issuing of proceedings by Superintending Engineer. Hence consumer is advised to clear all dues for preparation of estimate for releasing the LT service in the same premises. Consumer had applied for new LT connection with a contracted load of 25 HP on 22.10.2019. The estimate was prepared and forwarded to EE/O/Machilipatnam dt : 12.11.2019. But consumer has not cleared the arrears and it was pending for sanction at the office of EE/O/Machilipatnam. On oral advise by EE/Operation/Machilipatnam consumer paid an amount of Rs.1,27,964/- (Rs.65,056/- + Rs.62,908/-) on 15.11.2019. The new LT service is released on 13.02.2020.

3. On 19.02.2020 at 12.40 P.M. when the staff of the forum contacted the consumer over phone he stated that the LT service was released and work is completed.
4. In view of resolving the grievance of the complainant the complaint is disposed off accordingly in favor of the complainant.

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> June 2020.

Sd/-  
**Independent Member**

Sd/-  
**Chairperson**

**Forwarded By Order**

*K.S. Reddy*  
27/6

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

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