

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

On this the 16th day of July' 2021
C.G.No.10/2021-22/Kurnool Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. Y.Sanjay Kumar
Sri. K.S.R.Dharmagnani
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

P.Gangadhar Goud,
D.No:86-462-K-r-n-46,
F.C.I.Colony,
Kurnool.

Complainant

AND

1.Assistant Accounts Officer/O/Kurnool
2.Deputy Executive Engineer/Kurnool -II
3.Executive Engineer/O/Kurnool

Respondents

ORDER

1. The case of the complainant is that he has applied for new domestic service connection by registering his application at mee-seva during 2017 and also paid the estimate cost towards service line charges of the amount of Rs.18,568/- as per the estimate sanctioned vide E-2018-08-1-13-04-107. The department released the service connection with Sc.No:8312202176605 and the consumer paying CC charges regularly, after completion of a year again the estimate cost was included to his service number by the department. Hence the service is coming in the monthly DC list regularly, when the staff coming for disconnection of

DESPATCHED

DATE 16/07

the service, the complainant explaining them that he has paid the estimate amount already. The complainant approached the department and requested to remove the estimate amount which was again levied to his CC bill to avoid disconnection, but the department did not solve his grievance, hence approached the Forum to resolve his grievance.

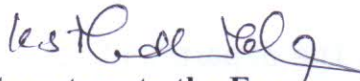
2. The Respondents in their joint written submission stated that Respondent No.3 has recommended to withdraw the estimate charges from the CC bill of Sc .No:831220217605. Based on this, the amount of Rs. 18,568/- has been withdrawn vide RJ No. 06/7-2021. Respondents also enclosed RJ copy and letter given by consumer addressing to CGRF for dropping the case on subject matter is resolved.
3. When secretary of the forum contacted the complainant through phone on 12.07.2021 at 12.21 PM, he requested to close the case as the grievance is resolved.
4. In much as the grievance is resolved by the Respondents, the case is disposed off .

Sd/-
Member(Technical)

Sd/-
Member(Finance) Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 16th July'2021

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.

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this
matter.

Copy to the Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/
APSPDCL/ Tiruati.

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.