

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 11<sup>th</sup> day of November' 2021**  
**C.G.No.37/2021-22/Anantapur Circle**

***Present***

**Sri. Dr. A. Jagadeesh Chandra Rao**  
**Sri. Y. Sanjay Kumar**  
**Sri. K. Ramamohan Rao**  
**Sri. Dr. R. Surendra Kumar**

**Chairperson**  
**Member (Technical)**  
**Member (Finance)**  
**Independent Member**

***Between***

T. Sudhakar Guptha(President) ,  
M/s. Aswartham Vasavi Arya Vysya Annasatram.,  
Near Aswartham Temple,  
Peddapappur(V),  
Anantapur -Dist

Complainant

***AND***

1. Assistant Accounts Officer/ERO/Tadipatri CCO
2. Deputy Executive Engineer/O/Tadipatri CCO
3. Executive Engineer/O/Gooty

Respondents

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**ORDER**

1. This complaint is filed by Mr. T. Sudhakar Guptha, president of M/s. Sri Vasavi Aryavysya Annadanasatram, Peddapappur (V) stating that they constructed a room in the choultry for residence of watchman and obtained a service No. 7241106000193. Subsequently in the year 2014 they have applied for 3 phase service in the year 2014. They also requested respondent No.2 to shift the 33 KV line. Respondent No. 2 and AEE came for inspection to see the 33 KV line and informed that there are arrears for another service number for an amount of Rs.13,170/- and if that amount is paid, they will remove the 33 KV line. Then it was represented to them that

**DESPATCHED**

DATE

12/11

there was no other service and shown the evidence. But the officers did not heed to their submission and went away. Subsequently they presented a written representation on 8.11.2017 and also in Vidyut mela on 15.12.2017. But there was no response. Subsequently they received a notice from respondent No. 1 that the number of LT service No.7241124001336 and that service was under bill stop in 07/2018 and an amount of Rs.12,840/- is in arrears and if that amount is not paid the same will be added to their service number.7241106000193. The due amount against service No.7241124001336 was included to their service number and issued notice inspite of their representation to all the authorities. Hence, it is requested to withdraw arrears amount of Rs.12,840/- of the service No.7241124001336 from the service No.7241106000193.

2. Respondents 1 to 3 filed joint written submission stating that according to CBS records the service No.7241124001336 was released in favor of M/s. Aswartham Vasavi Aryavysya Annasatram, Peddapappur on 18.05.2015 with connected load of 3 KW under Cat-VII and presently Cat-IV. From the date of release, bills were issued with progressive readings. Consumer not paid regular bills from the date of supply. The service was under disconnection from 10/2017 to 07/2018 and service was kept under bill stop. In August 18, after adjusting the security deposit of Rs.3,600/- the balance amount of Rs.12,840/- is shown as outstanding. In the month of 07/2021, while inspection of bill stopped services, it was found that the premises of bill stopped service is having another live service No.7241106000193 under category-I in the name of The Staff Watch Quarters with the same ownership. The outstanding dues of Rs.12,840/- against bill stopped service 7241124001336 has been transferred to the live service No.7241106000193



with intimation to consumer and also issued notice. In 09/2021 the office has withdrawn more than 4 months UDC period billed amount of Rs.2,625/- and balance of Rs.10,215/- paid on 14.9.2021. AE/O/Pappur vide PR No.283328 dt:14.09.2021 to avoid litigation and safeguard the image of the organization. The then AE/O/ Pappur was transferred to Telangana , so it became difficult to trace them and recover from them . Hence it is requested to drop the case.

3. Personal hearing through video conferencing was conducted on 21.10.2021. President of the complainant present and Executive Engineer represented that they were not able to trace out the bill stopped service. Hence they themselves paid the due amount, hence the case may be closed.
4. On the other hand the complainant stated that he was informed that the due amount of the bill stopped service included to their service No.7241106000193 was withdrawn, but he has not received CC bills and also represented that he is entitled for return of the amount. But he did not state how and what amount is liable to be refunded. The present complaint is filed only for withdrawal of the due amount of the bill stopped service included to service No.7241106000193 and according to the respondents they paid the amount after withdrawal of CC bills for more than 4 months UDC period billed amount.
5. Complainant was advised to present a written application in respect of his claim with details, but till today no written application is filed.
6. The complaint is filed only for withdrawal of the due amount of bill stopped service of 7241124001336 included to the service No.7241106000193 and that amount was withdrawn. No subsisting grievance is pending. If the

