

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

On this the 29th day of September 2021
C.G.No.38 /2021-22/Kadapa Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. R.M.M. Baig
Sri. Y. Sanjay Kumar
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

J.Reddaiah
Jangampalli,
Rayavaram,
Kadapa Dt.,

Complainant

AND

1.Asst.Accounts officer/ERO/Rayachoty
2.Deputy Executive Engineer/(O)/Rayachoty
3.Executive Engineer/O/Rayachoty

Respondents

ORDER

1. Complainant filed a complaint before this Forum stating that he had paid the Additional load amount of Rs.1,500/- on 15.3.2020 through phone-pe mode (enclosed the receipt) to his service SCNo.2411533000117 even though the department included the Additional load amount arrears to his CC bill. Number of times the complainant approached the department to withdraw the additional load amount levied, but the department did not resolve his grievance. Hence requested the Forum to resolve his grievance. The case was registered as C.G.No. 38/2021-22/Kadapa circle.
2. Respondents have submitted joint written submission stating that SC No. 2411533000117 Cat-I of Jangampalli, of T.Sundupalli Section, Rayachoty is

DESPATCHED
DATE 29/09

released with contracted load of 0.26KW standing in the name of Sri.J.Reddaiah on 16.12.2009.

It is further submitted that the additional load case was booked on 21.10.2019 for the exceeded load of 1.00KW for an amount of Rs.1,550/- vide Case No.KDP/RYCT/7898/19 and issued a notice to the consumer for payment of the additional load amount and regularization of exceeded additional load vide Lr.No.DEE/JE/OSD/RCT/F.No/D.No.2319/19 dt: 25.10.2019. But the said consumer has not paid the additional load amount upto 12/2019.

During the month of 12/2019, all the pending additional load amounts included under the other charges column in CC bill of the defaulter consumers by the Corporate Office, Tirupati .

Later on 15.3.2020, consumer of the said service has paid the additional load amount of Rs.1,550/- in CC bill along with CC charges (Rs.1,550/-+83) in Bill Desk vide Transaction ID No.BD01MADIM43M.

It is further submitted that again in 10/2020 erroneously this office has included the Additional load amount of Rs.1,550/- in CC bills vide Rj.No.54/10-2020 based on the pending additional load services list as per MATs submitted by the AE and DEE concerned against the said service Vide case No.KDP/RYCT/7898/19.

Subsequently on 09.09.2021 the payment particulars incorporated in MATs against the said service which was paid by the consumer in CC bill on

15.3.2020 and also withdrawn the additional load amount of Rs.1,550/- vide RJ No.31/09-2021, SAP document No.100212957 dt:17.9.2021 duly enhanced the additional load of 1KW(copy enclosed).Hence requested to close the grievance.

3. When verified the contracted load of the said SCNo.2411533000117 in online, it was observed that the contracted load is enhanced from 0.26KW to 1.26KW on 9.9.2021.
4. When the complainant was contacted over phone by the secretary of the Forum on 21.09.2020 at 3.30 P.M., complainant stated that he is satisfied with the enhancement of contracted load of his service and requested to close the complaint.
5. In as much as the grievance of the complainant is resolved by the Respondents the complaint is disposed off in favour of the complainant.

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

Forwarded By Order

11.9.2021
[Handwritten Signature]
Secretary to the Forum

This order is passed on this, the day of 29th September 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.