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

On this 30th day of September' 2021 C.G. No.28/2021-22/Tirupati Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Sri. R.M.M. Baig

Sri. Y. Sanjay Kumar

Sri. Dr. R. Surendra Kumar

Chairperson

Complainant

Member (Finance)

Member (Technical)

Independent Member

Between

J.Kalavathi,

M/s.Sai Venkata Stone Crusher,

1066-1,

Basinikonda,

Kondamaripalli,

Madanapalli,

Chittoor Dt.

AND

1. Executive Engineer/O/Madanapalli

2. Superintendent Engineer/O/Tirupati

3. Senior Accounts Officer/O/Tirupati

Respondents

ORDER

- 1. The case of the complainant is that she has LT service No. 5213413000840 with CL of 96 HP and she had applied for conversion to 120 KVA for HT service. The estimate was sanctioned but she was asked to pay 3 times security deposit (SD). Since she has been running the firm since 2008 in her own land, she has deposited only one time Security Deposit at the time of taking LT service. She represented to Superintending Engineer / O / Tirupati for reduction of SD charges from 3 times to one time, but in vain.
- 2. Executive Engineer/O/Madanapalle addressed a letter to Superintending Engineer /O/Tirupati after filing of the complaint stating that complainant

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has produced land documents and requested to revise the security deposit from 3 times to one time on the ground that the owner of the premises and the consumer are one and the same.

- 3. Personal hearing through video conferencing was conducted on 22.09.2021. Husband of the complainant namely J. Krishna Murthy present. Respondents present. Superintending Engineer/O/Tirupati filed additional submission stating that estimate was revised.
- 4. When complainant was contacted by the secretary through registered mobile number at 12.45 p.m. on 29.09.2021 complainant's husband represented that estimate was revised and their grievance was resolved.
- 5. In as much as the grievance of the complainant was resolved by the respondents, the complaint is disposed off in favour of the complainant.

Sd/lember (Finance) Sd/-

Sd/-

Sd/-

Member (Finance) Member (Technical) Independent Member Chairperson

Forwarded By Order

Secretary to the Forum

This order is passed on this, the day of 30th 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.