

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 30th day of September' 2022
C.G.No.56 /2022-23/ Anantapur Circle

Present

Sri. K.Rama Mohan Rao
Sri.S.L.Anjani Kumar

Chairperson (I/c) & Member (Finance)
Member (Technical)

Between

B. Krishna Reddy,
C/o. M/s. Real Wheel Care,
Near AP02 Hotel,
Rudrampeta,
Anantapur Dt.

Complainant

AND

1. Deputy Executive Engineer/O/Anantapur-II
2. Executive Engineer/O/Anantapur

Respondents

ORDER

1. The case of the complainant is that he is having service number 7111101153775 under category-2(A) . The department issued Additional load notice (demand notice) for an amount of ₹ 14,218 on 10.08.2022 to the said service and the additional load amount was also added to his CC bill without any notice and also not obtained his signature in the notice during physical inspection. The complainant Further stated that the department issued notice to the said service stating that the complainant exceeded the contracted load of 5KW by connecting the load of 9.5KW(10KW around) i.e., the MD recorded in the meter is 9.5 KW (round 10).

The complainant requested the Forum to direct the departmental personnel to inspect his service physically and regularise the additional load if found , and he is ready to pay the charges as per APSPDCL norms and also requesting to give permission to pay the current month bill amount of ₹3,495 and waive off ₹14,218. The case was registered as C.G. No.56/2022-23/Ananthapur Circle and sent to Respondents for written submissions.

C.G.No.56/2022-23/Anantapur Circle

Page 1

DESPATCHED

DATE

30/9

2. Respondent.No.2 submitted written submission stating that Deputy Executive Engineer/Town-2/Anantapur has inspected the service on 25.08.2022 and found that connected load was 7410 watts. Hence recommended to issue final assessment order by revising the connected load to the complainant's service No.7111101153775 Cat-2 service vide Case No. ATP/ATP/ATP2/19478/22 and also stated that consumer has taken another service for puncture shop which was maintained by the tenant bearing HSC No.7111101192975 Cat-2 service.

He further stated that consumer has utilised the service No.7111101153775 Cat-2 service for puncture shop due to which April month MD has recorded 10.42 KW . In June a new service was taken up for puncture shop and thus the load was reduced. Based on the recommendation of Dy.EE/Town-2/Anantapur Final Assessment Order (FAO) was issued for 7.5 KW and the same was intimated to the complainant.

Hence requested the forum to dispose the case as the complainant grievance was redressed.

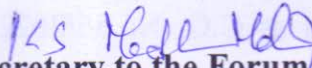
3. When the complainant was contacted by the staff of the Forum at 11.00 A.M. on 24.09.2022, complainant expressed his satisfaction in resolving his grievance.
4. Complainant also mailed a text mail on 27.9.2022 to this forum stating that “ **As per your interfere our problem is clear** ” and hence requested to close his grievance.
5. The complaint is thus disposed off accordingly in favour of the complainant.

Sd/-

Sd/-

Member (Technical) Chairperson (I/c) & Member/Finance

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 30th September '2022

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 Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/
APSPDCL/ Tirupati.

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.