

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 31st day of December' 2022
C.G.No.25 /2022-23/ Kurnool Circle

Present

Sri. K. Ramamohan Rao

Sri. S.L. Anjani Kumar
Smt.G. Eswaramma

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

Between

T.Lakshmi Devi,
W/o.Venkata Subbaiah,
6-28-55/3,
Kanyaka Parameswari temple line,
Srisailam, Sundipenta,
Kurnool Dt.

Complainant

AND

1.Asst. Accounts Officer/ERO/Nandikotkur
2.Deputy Executive Engineer/O/Atmakur.

Respondents

ORDER

1. The case of the complainant is that the department removed her domestic service meter vide SC No.8531401002899 towards non-payment of CC charges during Covid-19 period. Hence requested the forum to restore the electrical connection duly providing meter .
2. The case was registered as C.G.No.25/2022-23/Kurnool Circle and sent to Respondents for written submissions.
3. Joint written submission submitted by the Respondents on 6.8.2022 stating that the said service was released on 15.12.2016. The complainant has not utilised the power supply (NIL consumption) from 7/2019 to 2/2020. The service was bill stopped from 3/2020 onwards as per the recommendation of AE/O/Sunnipenta. They further stated that they removed the meter, lines and dismantled and devoluted to District Stores, Kurnool vide T. Note.017083 during 3/2020.

o/c
DESPATCHED
DATE 31/12

4. Personal hearing was conducted on 25.8.2022 @ 11.30A.M. The complainant absent Respondent.No. 2 present. The Respondent No.2 has stated that when they contacted over phone with the complainant to intimate about the video conferencing she has informed them that she did not registered any complaint with this forum regarding the said case. The written submission is also not clear hence posted to next video conferencing.
5. When secretary of this forum contacted the complainant over phone on 25.8.2022 @ 5.00P.M, she submitted that she never informed to the respondents that she has not given complaint before this forum.
6. Hence, this forum directed the respondents to submit the detailed written submission.
7. On 28.12.2022 the Dy.EE/O/Atmakur has submitted written submission stating that the complainant paid the necessary arrears amount of monthly minimum charges (upto 12/2022) and SD charges to restore the dismantled service SC No. 8531401002899 in the said premises on 21.12.2022. The complainant is not available at the premises and the dismantled service will be restored and will provide meter soon whenever complainant is available at the premises. The payment particulars for restoration of dismantled service SC No. 8531401002899 is furnished as follows:-

1.PR No. 2335330 dated:21.12.2022 for an amount of Rs.1341.00 (Inclusive of RC Fees Rs.100/-) towards monthly minimum charges upto 12/2022.

2.PR No. 2335331 dated:21.12.2022 for an amount of Rs.200.00 towards SD charges.

8. Point for determination is whether respondents are entitled to restore the supply for SC No.8531401002899 ?

The complainant has not utilised the power supply (NIL consumption) from 7/2019 to 2/2020. The service was bill stopped from 3/2020 onwards as per the directions of AE/O/Sunnipenta. Further stated that the meter was removed, dismantled and devoluted to District Stores, Kurnool during 3/2020. Hence respondents advised the complainant for payment of necessary arrears amount of monthly minimum charges(upto 12/2022) and SD charges to restore service connection SC No. 8531401002899. The complainant also paid

the necessary arrears amount of monthly minimum charges(upto 12/2022) and SD charges to restore the SC No. 8531401002899. Due to non-availability of the complainant at the premises, the respondents are unable to provide the meter to restore the service SC No. 8531401002899

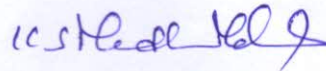
9. When staff of the forum contacted over phone with the complainant to her registered Mobile No. 9908070034 @ 12.15 P.M. on 29.12.2022, the complainant's husband Mr.Venkata Subbaiah informed that their greivance was resolved by the respondents, expressed his satisfaction and requested to close the greivance.
10. As seen from the bill statement submitted by the respondents, this forum noticed that for the said service the respondents not raised demand for true up charges for the F.Y. 2022-23 and also noticed that the respondents billed fixed charges for Rs.2.60 instead of Rs.10/- (Contracted load 1 KW) for the F.Y. 2021-22 as per the Hon'ble APERC supply tariff 2021-22 . Hence respondents are directed to raise the demand towards true up charges for the F.Y. 2022-23 and also difference amount of fixed charges for the F.Y. 2021-22. The respondents are directed to submit compliance report for the demand raised towards said difference amount within 15 days from the date of receipt of this order.
11. In as much as the greivance of the complainant is resolved by the respondents, the complaint is disposed off in favour of the complainant.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson (I/c)

Forwarded By Order



Secretary to the Forum

This order is passed on this, the day of 31st December '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.