

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 3rd day of September' 2022
C.G.No.20 /2022-23/ Nellore Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. K. Rama Mohan Rao
Sri. S.L. Anjani Kumar
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

M.Vara Lakshmi,
Utukur Peddapalem (V),
Utukur (P),
Vidavalur (M),
Nellore Dt.

Complainant

AND

1.Superintending Engineer/O/Nellore
2.Senior Accounts Officer/Nellore

Respondents

ORDER

1. The case of the complainant is that her service HT SCNO.NLR 916 was dismantled by the department but not refunded the Security Deposit outstanding against the said service. Hence requested the forum to refund the Security Deposit.
2. The case was registered as CG.No.20/2022-23/Nellore Circle and sent to respondents for written submissions.
3. Respondent No.2 filed written submission on 03.8.2022 stating that the HT Sc No. NLR 916 of M. Varalakshmi, Utukuru Peddapalem (V), Vidavaluru(M), SPSR Nellore Dt. was terminated vide Proc.No.SE/O/NLR/SAO/JAO/HT/U2/D.No.385/21, dt:31.5.2021 and the arrears was adjusted from the Security Deposit available with them. After adjustment of the arrears an amount of ₹3,64,903 excess Security

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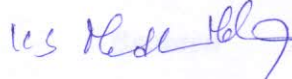
deposit is available with them and consumer requested to refund the excess security deposit available with the department on 28.6.2022. On 19.7.2022 the EE/O/Kavali has arranged the dismantlement particulars to the Circle Office/Nellore. Hence the proposal for refund of excess of Security Deposit outstanding against the said HT service was submitted to Chief General Manager Finance/Tirupati on 30.7.2022 to accord necessary approval.

4. Personal hearing through video conferencing was conducted on 3.8.2022 @ 11.30A.M. Complainant absent, SAO present. SAO stated that after obtaining approval from Corporate Office, Tirupati they will refund the SD amount outstanding against the said HT service to the complainant. Hence the case posted to next hearing.
5. Respondent No.2 filed additional written submission stating that as per Memo No. CGM(R&IA)/GM@/AO(HT/AAO/HT/SA/D.No.1441/22, dt: 20.8.2022, CGM/Finance/Tirupati has accorded approval for refund of Security Deposit amount outstanding against the said HT service to the complainant. Accordingly Letter of Credit (LOC) has been applied vide. Doc.No.10003895 dt:23.8.2022. On receipt of LOC the amount will be credited to the consumer account.
6. During personal hearing through video conferencing on 25.8.2022, SAO represented that on receipt of LOC the amount will be credited to the consumer account and requested to close the grievance.
7. In view of the above representation of SAO there is no need to keep this case pending before this forum and it can be disposed off. Respondents are directed to refund the amount in accordance with rules and submit

compliance report to this forum within 15 days from the date of refund of the amount to the complainant. Accordingly the complaint is disposed off.

Sd/- 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 3rd 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.

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