

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

On this the 12th day of December' 2022

C.G.No.47/2022-23/Tirupati Circle

Present

Sri. K. Ramamohan Rao

Sri. S.L. Anjani Kumar

Smt. G. Eswaramma

Chairperson (I/c) &

Member (Finance)

Member (Technical)

Independent Member

Between

Smt.N.Rohitha,
Mallavaripalem west,
Irugulam,
Satyavedu,
Chittoor Dt.

Complainant

AND

1. Deputy Executive Engineer/O/Nagalapuram
2. Executive Engineer/O/Puttur

Respondents

ORDER

1. The complainant presented a complainant during Vidhyuth Adalath conducted on 11.8.2022 stating that he has applied for new service on 31.12.2021 at Aroor Grama Sachivalayam but so far the department not issued the meter. Hence requested the forum to resolve the grievance. The case was registered as C.G.No.47/2022-23/Tirupati Circle and sent to respondents for written submission.
2. The Respondent-1 has submitted written submission stating that on detailed verification, it is observed that the Consumer registered 2 Nos. LT Applications at A.P. Sachivalayam, but in APSPDCL CSC Login, it is showing only 1No LT Application another one is not found in APSPDCL CSC Login. It is also observed that the online Reg. No.53315N320542021DEC31 was registered but necessary deposit amounts not paid by the complainant. The complainant also intimated to pay the necessary deposit amounts for releasing the said service. Hence requested to close the grievance.

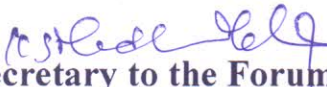
3. When staff of this forum contacted over phone to the registered mobile No.9494833033 @4.00P.M on 8.12.2022 the complainant's brother Mr. K.Sanjay Kumar Reddy answered the call and explained him about the facts of the case. Another service number deposit amount which was paid by the complainant was Rs.2,850.00 for releasing of LT Category-I instead of Rs.3,950.00. Hence the application was automatically cancelled and returned to the Mee-seva portal through online from the APSPDCL CSC portal, and also sent the application cancelled transaction details through whatsapp to the complainant's registered mobile. No.9494833033 for reference. The complainant's brother expressed his satisfaction and requested to close the grievance stating that they came to know that the deposit amount paid by them for releasing of another LT Cat- I service was in Mee-seva portal but not in APSPDCL CSC Portal.
4. Hence the complaint is disposed off.

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 12th 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.