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.63/2022-23/Tirupati Circle

Present

Sri. K.Rama Mohan Rao

Chairperson (I/c) &

Sri.S.L.Anjani Kumar

Member (Finance)

Smt. G.Eswaramma

Member (Technical)
Independent Member

Between

K. Guravamma,

Complainant

6-12-5E,

KB Layout,

Tirupati

Chittoor Dt.

AND

1. Asst. Accounts Officer//ERO/Tirupati 1

Respondents

2. Deputy Executive Engineer/Town 1/Tirupati

ORDER

- 1. The case of the complainant is that she has applied for domestic service for 3KW load to her pent house and paid Rs.5,495/- on 25.9.2021 at Grama Sachivalayam. But the department rejected her application due to non-feasibility. The complainant approached the department to transfer the deposit amount paid by her to another existing service vide SCNo.5523400078452 which is in the name of her husband Late. K.Bhaskar Chetty. But, so far not transferred the deposit amount to her husband's service. Hence requested the forum to resolve her grievance.
- 2. The case was registered as C.G.No.63/2022-23/Tirupati Circle and sent to Respondents for written submissions.
- 3. Respondent.No.1 and 2 submittedjoint written submission stating that Smt. K. Guravamma D.No.6-12-5 E, K.B. Layout, Tirupati registered application for new service connection for Rs.5,495/- on 25.09.2021 vide

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Reg.No.55234N232652021SEP-25 dt: 25.09.2022. At the time of issuing meter to the consumer, they noticed that she is using multiple services to the above premises. Hence the application has been rejected by the Assistant Engineer/Operation/Tirupati North.

After obtaining necessary approval from higher authorities, the respondents will adjust the deposit amount to the complainant's husband service number.5523400078452.

- 4. Again respondent No.1 submitted written submission stating that after issue of TCA from EE/O/Tirupati Town, he had transferred development charges and SD amountsto the said service Number 5523400078452 vide RJ No.60/11-2022 with SAP DOC.No.100585939.
- 5. When staff of this forum contacted over phone to the registered mobile number. 7013774624, the complainant's son Mr.OM Prakash answered that their grievance was resolved and expressed his satisfaction and requested to close the grievance.
- 6. The complainant Smt. K.Guravamma sent satisfaction letter through mail to this forum stating that the said grievance was resolved by the department, expressed her satisfaction and requested to close the grievance.
- 7. In as much as the grievance of the complainant is resolved, the complaint is disposed off in favor of the complainant.

Sd/-

Sd/-

Member (Technical)

Independent Member

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.

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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.