

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 31st day of May' 2023
C.G.No.01 /2023-24/ AnanthapurCircle

Present

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

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

Between

The Sub Divisional Engineer,
BSNL
Dharmavaram-515671.

Complainant

AND

1.Executive Engineer/Rurals/Ananthapur
2.Superintending Engineer/O/Ananthapur
3.Senior Accounts Officer/Central office/Ananthapur

Respondents

ORDER

1. The Sub Divisional Engineer, BSNL, Dharmavaram filed a complaint complained that their HT service HTSCNo.ATP-273 was dismantled on 14.9.2022 and their service turned to LT service bearing Service number SC No.7621202061828 on the same day. They requested the department to adjust the outstanding SD charges amount available against dismantled HT SC No.ATP-273 to their LT service connection SC No. 7621202061828.But their greivance was not resolved. Hence requested the forum to resolve their greivance.
2. The case was registered as C.G.No.01/2023-24/Ananthapur Circle and sent to respondents for written submisisions.
3. Respondent No.3 has submitted written submissions on 27.5.2023 stating that, in compliance to the notice issued by the Hon'ble Forum for the Redressal of Consumer Grievances, APSPDCL, Tirupati in CG No.01/2023-24/ATP the following is herewith filed towards the written submission which is as follows :

DESPATCHED
31/5

- 1) *The HT SC No. ATP273 standing in the name of Sub-divisional Officer, Telecom, BSNL, Dharmavaram got disconnected and bill stopped as per the consumer's request and HT Agreement stood terminated w.e.f. 14.09.2022 as per Clause 5.9.4.3. of the GTCS.*
- 2) *In the course of termination, an adjustment amounting to Rs. 2,43,015-59 has been made towards balance CC Charges (Rs. 37981.88) and True-up Charges (Rs. 2,05,033-71) + FPPCA Charges (Rs. 59,888-50) from the available Security Deposit of Rs. 4,22,720/-. Thus, the residual SD against the HT service is descent to Rs. 1,19,815-91 owing to the above said adjustment.*
- 3) *The above adjustments have been made vide RJ No. 18/3-23 (in Mar'23) and RJ No. 8/5-23 (in May'23), respectively.*
- 4) *Based on the consumer's representation received from the Dy. Executive Engineer/Operation/Dharmavaram, the residual SD amounting to Rs. 1,19,815-91 has also been transferred to ERO/Dharmavaram through Inter-unit Adjustment communicated vide SAP Doc. No. 100059445/dt. 08.05.2023 for crediting/adjustment of the same against the CC Charges of the requested LT service viz., 7621202061828.*

As the request of the complainant, consumer has been met at this end, positively, and intimated to the consumer vide letter the Hon'ble Forum is humbly requested to dispose the complaint, accordingly, please.

4. When the staff of the forum contacted over phone @ 11.00A.M. on 27.5.2023 with SDE/BSNL/Dharmavaram to the Registered mobile number 9490121700, he replied that their grievance is resolved, hence expressed his satisfaction and requested to close the case.(Satisfaction letter sent through mail).

5. In as much as the grievance of the complainant is resolved by the respondents, the complaint C.G.No.01/2023-2024/Ananthapur Circle is disposed off.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson (I/c)

Forwarded By Order

[Handwritten Signature]

Secretary to the Forum

This order is passed on this, the day of 31st May 2023

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.