

CONSUMER GRIEVANCES REDRESSALFORUM
SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED, TIRUPATI

This the 16th day of November' 2023

C.G.No.42/2023-24/Anantapur Circle

CHAIRPERSON **Sri. V. Srinivasa Anjaneya Murthy**
Former Principal District Judge

Members Present

Sri. K. Ramamohan Rao Member (Finance)
Sri. S.L. Anjani Kumar Member (Technical)
Smt. G. Eswaramma Member (Independent)

Between

Sri.A. Ramakrishna Reddy, S/o. Late. Pulla Reddy,
8/101, Main Bazaar, Tadipatri, Anantapur District.

Complainant

AND

1. Assistant Accounts Officer/ERO/Tadipatri
2. Dy. Executive Engineer/O/Tadipatri
3. Executive Engineer/O/Gooty

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 06.11.2023 in the presence of the respondents and the complainant remained absent and having considered the complaint and submissions of both the parties, this Forum passed the following:

ORDER

1. The case of the complainant is that he is having domestic Service Connection.No.7231204018268, that during September'2023 the



respondents issued CC bill for Rs.618/- to which they have added another amount of Rs.38,368/- (Total amount Rs.38,986/-) with a disconnection date 06.10.2023, that the complainant approached the respondents for deletion of the alleged additional amount of Rs.38,368/- but in vain. Hence this complaint with a request to direct the respondents to delete the alleged additional amount of Rs.38,368/-.

2. The said complaint was registered as C.G.No.42/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the complainant is having another Service Connection No.7231204012385 under bill stop status with arrears of Rs.37,330/-, that the said bill stop amount of Rs.37,330/- from SC.No.7231204012385 was transferred to 7231204018268 by the Circle Office/Anantapur, Revenue Wing according to Clause. No.4.8.1 of Regulation.05/2004 but it was noticed by the respondents that the bill stopped amount pertains to malpractice case and the complainant also filed Writ Petition before the Hon'ble High Court of A.P. against malpractice case vide W.P. No.36370 of 2018 and the said writ petition is still pending before the Hon'ble High Court of A.P, that in view of pendency of writ petition, the respondents reversed the said amount of Rs.37,330/- to bill stop service No.7231204012385 and cleared in live service No.



7231204018268 and they have not disconnected the service connection No.7231204018268 and the CC bills pertains to that connection were also cleared by 20.10.2023 by the complainant and thus the issue was resolved.

3. The complainant did not attend to the enquiry through video conferencing. Heard the respondents through video conference. Perused the complaint and the written submission of the respondents. The respondents while admitting adding of bill stop amount of Rs.37,330/- pertains to another service connection of the complainant to his live service connection No.7231204018268, they have stated that the said bill stop amount pertains to malpractice case of another service connection which was challenged by the complainant before the Hon'ble High Court of A.P. by filing W.P. No.36370 of 2018 and the same is still pending and as such recently they have reversed the said bill stop amount to the other disconnected service connection and cleared the present live service connection and the CC charges of the present live service connection of the complainant were also paid and thereby they have resolved the issue.
4. On considering the facts of the case, it seems that the bill stop amount of Rs.37,330/- which was included in the CC bill of SC. No. 7231204018268 was withdrawn and reversed by the respondents to the disconnected other service connection against which malpractice case was registered and was



challenged by the complainant before the Hon'ble High Court of A.P. by filing writ petition. Now it is clear that the respondents by mistake ignoring the pendency of the writ petition, included the bill stop amount in the CC bill of live service connection of the complainant but subsequently they have withdrawn that amount noticing the pendency of the writ petition. Admittedly, the respondents have withdrawn their demand for bill stop amount of another service connection of the complainant and they have not disconnected the live in service connection of the complainant and the respondents during the course of enquiry undertook that they will take action with regard to bill stop amount of the other service connection of the complainant subject to the result of W.P.No.36370 of 2018 and their undertaking is recorded. Hence, there is no necessity to pass any orders on this complaint and this can be closed.

5. ***In the result***, the complaint is closed. There is no order as to costs.
6. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Hon'ble Vidyut Ombudsman, 3rd Floor, Plot.No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this



order and the prescribed format is available in the website
vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and
pronounced in the open Forum on this 16th day of November'2023.


Member (Finance) 16/11/2023


Member (Technical) 16/11/2023


Member (Independent) 16/11/2023


CHAIRPERSON
Consumer Grievance Redressal Forum
APSPDCL::TIRUPATI 16/11/23

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and All the Respondents

Copy Submitted to

The Chairman & Managing Director/Corporate
Office/APSPDCL/ Tirupati.

The Hon'ble Vidyut Ombudsman, 3rd Floor, Plot
No.38, Sriramachandra Nagar, Vijayawada-08.

The Secretary/Hon'ble APERC/Hyderabad-04.

The Stock file.

