

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

**This the 21<sup>st</sup> day of February'24**  
**C.G.No.78/2023-24/Nellore 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)

*Between*

P. Usaf Khan, C/o. M/s. Safety Industries,  
Sy.No. 206-4A, 5A, 6A, 7A, Pothyreddypalem,  
Kovur, Nellore District.

Complainant

*AND*

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

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 20.02.2024 in the presence of the respondents and the complainant remained absent and having considered the material placed by both the parties, this Forum passed the following:

**ORDER**

01. The complainant during the Vidyut Adalat conducted on 15.11.2023 at Kovur filed the complaint stating that he applied for HT service connection by paying necessary deposit amounts but later he applied for conversion of HT service to LT service but the respondents did not adjust



the balance estimated deposit amount paid by him into the CC bills of his LT service connection.

02. The said complaint was registered as C.G.No.78/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint they have verified the account particulars of the service connection of the complainant and noticed that by oversight they have for the second time they deducted 10% cost of the estimate from the refundable amount to the complainant though it was already deducted and now they rectified the mistake and adjusted the same vide RJ.No.12/01-2024 and RJ.No.13/01-2024 to the CC charges and thus the grievance of the complainant is redressed.
03. Complainant absent. Heard the respondents through video conferencing.
04. Perused the record. The respondents submitted a detailed abstract of the charges which clearly shows that they have rectified the mistakes in adjusting the refundable amount in the CC charges of the LT service of the complainant. The complainant also though remained absent for the enquiry through video conferencing, when he was contacted through phone by this Forum, he admitted the correctness of the abstract of the charges filed by the respondents and reported that subsequent to the complaint his



grievance is redressed. Hence, this complaint is closed as the purpose is served. No order as to costs.

05. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3<sup>rd</sup> 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](http://vidyutombudsman.ap.gov.in).

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 21<sup>st</sup> day of February'2024.

*Chintan* 21/02/2024  
CHAIRPERSON

*K. Ramasubrahmanyam*  
Member (Finance)  
21/02/2024

*Chintan*  
Member (Technical)

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 Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot  
No.38, Sriramachandra Nagar, Vijayawada-08.

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

The Stock file.