

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

This the 21st day of February' 2024

C.G.No.94/2023-24/Tirupati 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

D. Chand Basha, Silk Farm,
Palamaner (M), Chittoor Dt.

Complainant

AND

1. Dy. Executive Engineer/O/Palamaner
2. Executive Engineer/O/Punganur

Respondents

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

ORDER

01. The complainant during the Vidyut Adalat conducted on 28.12.2023 at Palamaner filed the complaint stating that he is utilizing only 7 HP load for his service connection SC No.5821401001401 but the respondents



issued huge amount of CC bill for 10 HP load and they refused to revise the bill inspite of his request.

02. The said complaint was registered as C.G.No.94 /2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on verification they noticed that the internal audit wing issued notice to the complainant for payment of Rs.86,653/- towards RMD exceeded to 10 HP from July'2019 to April'2021 against his service connection, that the complainant did not pay the said amount and hence the service was disconnected for non-payment of back billing.
03. Heard both the parties through video conferencing.
04. Perused the entire record. The record shows that during the internal audit it was noticed that an additional load case was booked against the service connection of the complainant and it was observed that during the months from July'2019 to April'2021 RMD was exceeded 10 HP though the contracted load for the service was 7 HP and as such the billing was made in accordance with the tariff orders issued by the Hon'ble APERC for the F.Y.2019-20 and F.Y.2020-21. Since the complainant exceeded the RMD, additional load case was booked and for the shortfall amount the respondents issued the demand notice which is in accordance with the



Tariff Orders issued by the Hon'ble APERC and the complainant is under obligation to pay the said amount and this Forum cannot direct the respondents to revise the said shortfall amount. This complaint is devoid of merits and accordingly dismissed. There is 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, 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 21st day of February'2024.

[Handwritten signature] 21/02/2024

CHAIRPERSON

[Handwritten signature]
Member (Finance)
21/02/2024

[Handwritten signature] 21/2
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, 3rd Floor, Plot
No.38, Sriramachandra Nagar, Vijayawada-08.**

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

The Stock file.