

**CONSUMER GRIEVANCES REDRESSAL FORUM**  
**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,**

**TIRUPATI**

**This 10<sup>th</sup> day of April'2025**

**C.G.No.305/2024-25/Tirupati Circle**

**CHAIRPERSON**

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

**Members Present**

<b>Sri. K Ramamohan Rao</b>	<b>Member (Finance)</b>
<b>Sri. S.L. Anjani Kumar</b>	<b>Member (Technical)</b>
<b>Smt. W. Vijaya Lakshmi</b>	<b>Member (Independent)</b>

***Between***

Sri. K. Jyotheeswar, Managing Partner,  
M/s. Sri Sai Jyothi Rice Industries, Gajulamandyam,  
Renigunta (M), Tirupati Dist.

Complainant

***AND***

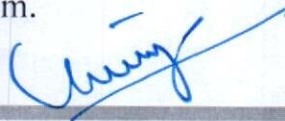
1. Superintending Engineer/O/Tirupati
2. Dy.Executive Engineer/O/Renigunta
3. Executive Engineer/O/Tirupati Town
4. Senior Accounts Officer/CO/Tirupati

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 08.04.2025 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

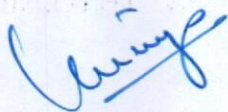
**ORDER**

- 01.** The complainant filed the complaint during the Vidyut Adalat conducted on 24.02.2025 at Renigunta stating that they paid excess amount than the estimated amount for releasing HT Service Connection and the excess amount is to be returned to them.





02. The said complaint was registered as C.G.No.305/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the complainant paid an amount of Rs.13,76,364/- while at the time of registration of the application for HT service Connection, but after deducting the amount as per actual demand after approval of estimate under EODB process development charges and service line charges, a sum of Rs.6,91,883/- is to be returned to the complainant. After obtaining approval from CGM/O&M/Corporate Office/Tirupati a sum of Rs.6,22,694.70 Ps was adjusted in the account of complainant duly deducting Rs.69,188.30 Ps (10% of Rs.6,91,883/-) towards establishment and general charges vide clause No.5.3.2 and service line charges under clause No.5.3.2.1 of GTCS (General Terms and Conditions of Supply).
03. Heard the respondents through video conferencing. Complainant remained absent. The respondents submit that the complainant paid an amount of Rs.13,76,364/- while at the time of registration of the application for HT service Connection, but after deducting the amount as per actual demand after approval of estimate under EODB process development charges and service line charges, a sum of Rs.6,91,883/- is to be returned to the complainant and after obtaining approval from





CGM/O&M/Corporate Office/Tirupati a sum of Rs.6,22,694.70 Ps was adjusted in the account of complainant duly deducting Rs.69,188.30 Ps (10% of Rs.6,91,883/-) towards establishment and general charges and service line charges under clause No.5.3.2.1 of GTCS (General Terms and Conditions of Supply).

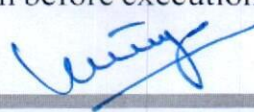
**04. Clause No.5.3.2. of GTCS reads as follows :**

**Service Line Charges:**

Clause No.5.3.2.1: The service line charges payable by the consumers for release of new connection/additional load under both LT & HT categories shall be levied at the rates notified by the company in accordance with the regulations /orders issued by the commission from time to time. These charges shall be paid by the consumer in advance, failing which the work for extension or supply shall not be taken up. These charges are not refundable.

Provided that were any applicant withdraws his requisition before the company takes up the work for erection of the service line, the company may refund the amount paid by the consumer after deducting 10% of the cost of the sanctioned scheme towards establishment and general charges. No interest shall be payable on the amount so refunded.

- 05.** Here, in the case on hand, we are of the considered view that the above said clause No.5.3.2.1 of GTCS has no application to the case of the complainant. Because, the complainant has paid more than the estimated amount and the respondents also executed the work and released the HT service connection and question of applicant withdraws his requisition before execution of the work by the company



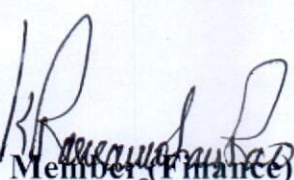



does not arise. The complainant is entitled to refund of the entire amount of Rs. 6,91,883/- and respondents have no right to deduct 10% of the said amount since Clause No.5.3.2.1 of GTCS has no application to this case. Accordingly, the complaint is allowed. The respondents are directed to return Rs.69,188.30 Ps to the complainant by way of adjustment in future bills within 30 days from the date of this order failing which, the complainant is entitled for interest @ 9% per annum on the said amount till refund is made. There is no order as to costs. The secretary of the Forum is instructed to forward a copy of this order to the complainant herein through whatsapp and Post.

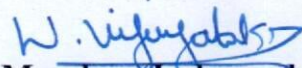
06. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.18.1 of Regulation.No.3 of 2016 of Hon'ble 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-1 corrected and pronounced in the open Forum on this 10<sup>th</sup> day of April'2025.

  
**CHAIRPERSON**

  
**Member (Finance)**  
10/04/2025

  
**Member (Technical)**

  
**Member (Independent)**



**Documents marked**

For the complainant: Nil

For the respondents: Nil

**Copy to the**

Complainant through whatsapp and Post

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/Vidyut Niyantrana Bhavan, Adjacent to  
220/132/33/11 KV AP Carbides Sub Station, Dinnedevarapadu Road,  
Kurnool-518002, State of Andhra Pradesh.

The Stock file.

*[Handwritten signature]*  
10/04/25



