



**BEFORE THE VIDYUT OMBUDSMAN
Andhra Pradesh & Telangana**

:: Present ::

C. Ramakrishna

Date: 22-07-2014

Appeal No. 140 of 2013

Between

**Sri Perla Suresh, Chairman, Sri Vasavi Kanyaka Parameswari Temple,
Mutchigalli Street, Srikakulam**

... Appellant

And

- 1. The AE/Operation/D1/Srikakulam**
- 2. The ADE/Operation/Town/Srikakulam**
- 3. The AAO/ERO/Srikakulam**
- 4. The DE/Operation/Srikakulam**

... Respondents

The above appeal filed on 20-02-2014 has come up for final hearing before the Vidyut Ombudsman on 03-07-2014 at Vizianagaram. The respondent AAO was represented by his JAO while all the other respondents as well as the appellant were absent. Having considered the appeal, the written and oral submissions made by the appellant and the respondents, the Vidyut Ombudsman passed the following:

AWARD

2. The appeal arose out of the grievance of the appellant that the security deposit that was there against SC No. 36920 was neither refunded nor adjusted.

3. The appellant stated in his appeal that an amount of Rs. 1,212/- is to be refunded to him on account of the security deposit that was paid for SC No. 36920; that the same was not done in spite of the CGRF order directing that it be done; and that this security deposit may be ordered to be adjusted against SC No. 41225.

4. The respondents were issued a notice for hearing the appeal. While the appeal was scheduled for hearing on 03-07-2014 at Vizianagaram, the respondent AAO sent his written submission stating that bill issuance for SC No. 36920 was stopped w.e.f 29-02-2012 in accordance with the consumer's request; that the security deposit available against that service was used to adjust the CC charges of the same service; that on such adjustment being made, the consumer was having an excess of Rs. 1,212/- in his account that needed to be refunded; that the same was kept in Deposit Account while reviewing the negative balances on 30-04-2012; and that the same was transferred and adjusted to the account of SC No. 41225 on 26-06-2014. The respondent AAO also attached copies of the journal entries confirming what he had stated in writing. Neither the appellant nor any of the other respondents appeared for the hearing except for the AAO being represented by his JAO.

5. Perused the reply and the record filed. At the time of hearing the JAO representing the AAO explained that since the adjustment of the refund has already been done, the issue may be treated as settled.

6. The CGRF also while disposing of the complaint of the appellant herein noted that the respondent AE had informed that the amount of refund was adjusted vide a reverse journal entry dtd: 13.09.2012 and that hence the grievance is disposed of as redressed. In spite of this, as the refund did not happen, the appellant approached this authority in appeal again. As the respondent AAO this time submitted that the amount has been refunded and produced some record through the JAO for perusal, while taking it as genuine prima facie, it was decided to wait for some report of redressal from the appellant herein. As the appellant also subsequently confirmed that the amount has since been adjusted as per the latest CC bill received by him, the grievance is treated as settled.

7. Therefore, the appeal is disposed of as settled and the respondents are cautioned to be careful in future while submitting written submissions to the CGRF as discrepancies in their version have come to light in this case.

8. This order is corrected and signed on this 22nd day of July, 2014.

VIDYUT OMBUDSMAN

To

1. Sri Perla Suresh, Chairman, Sri Vasavi Kanyaka Parameswari Temple, D.

No. 8-7-8, Mutchigalli Street, Srikakulam - 532 001

2. The Asst. Engineer, Operation, D1, APEPDCL, Srikakulam Dt.
3. The Asst. Divisional Engineer, Operation, Town, APEPDCL, Srikakulam
4. The Asst. Accounts Officer, ERO, Opp: Margadarsi Chit Funds, G.T.
Road, Srikakulam 532 001
5. The Divisional Engineer, Operation, APEPDCL, Srikakulam

Copy to:

6. The Chairperson, CGRF, APEPDCL, P & T Colony, Seethammadhara,
Near Gurudwara Junction, Visakhapatnam - 530 013.
7. The Secretary, APERC, 11-4-660, 5th Floor, Singareni Bhavan, Red Hills,
Hyderabad - 500 004.