



**BEFORE THE VIDYUT OMBUDSMAN  
Andhra Pradesh :: Amaravathi**

:: Present ::

**N. Basavaiah, B.Sc. B.L.**

Date:27-08-2021

Representation No.18 of 2021-22

**Between**

Velli Sri Harsha, S/o. Subba Rao, Musullagunta (V), Nallajerla (M), W.G. Dist –  
534 112

**... Complainant**

**And**

1. The Assistant Engineer / Operation / APEPDCL / Nallajerla
2. The Assistant Accounts Officer / ERO-APEPDCL /Tadepalligudem
3. The Assistant Divisional Engineer / Operation / APEPDCL / Nallajerla
4. The Divisional Engineer / Operation / APEPDCL / Tadepalligudem

**...Respondents**

**ORDER**

The above representation came up for final hearing, by way of Video Conferencing, before me at the office of the Vidyut Ombudsman, Vijayawada on 25-08-2021. The complainant and the respondents except the 3<sup>rd</sup> respondent were present. Having considered the representation and submissions of the parties present, the Vidyut Ombudsman passed the following:

1. This representation has been preferred by the complainant against the order **dated 28<sup>th</sup> day of June, 2021 in C.G.No.35/2021, Visakhapatnam**, passed by the **Consumer Grievances Redressal Forum, A.P.E.P.D.C.L/Visakhapatnam**,

whereby and where-under the above Forum passed orders directing the respondents to revise the cc bills pertaining to the agricultural service connection No.3112/002216 of the complainant-consumer for the period from 24-01-2020 to 14-07-2020 under free category and refund the excess amount paid to him after revision.

2. The undisputed and relevant facts are that the complainant, with the relevant DSM measures, gave an application on 24-01-2020 to the licensee for changing his above agricultural service connection under paying category to free category, but the SE/O/Eluru approved the same on 27-07-2020 giving effect from 14-07-2020 and that the complainant paid Rs.20,000/- on 05-05-2021 and Rs.20,000/- on 29-05-2021 out of Rs.63,406/- demanded by the licensee as per the consumption recorded in the meter from 23-01-2020 to 27-07-2020. The relief sought for by the complainant against the licensee is for refund of the above amount of Rs.40,000/- (Rs.20,000/- + Rs.20,000/-) collected from him.

3. After considering the material available on record, the Forum passed orders as stated supra. Thereafter, the complainant preferred this representation.

4. The complainant submitted that as the licensee did not comply with the above order, he preferred this representation and that as there is a delay in implementing the orders of the Forum, interest at 24% per annum on the excess amount may be awarded. The 4<sup>th</sup> respondent for himself and on behalf of the other respondents, submitted that the complainant is not entitled for any interest and that they would comply with the above order of the Forum within 15 days.

5 The following point is framed for consideration:

**Whether the complainant is entitled for interest as claimed by him now?**

6. Point : The complainant did not show me any provision of law supporting his submission seeking interest on the ground of delay of the opposite party in implementing the orders passed by the Forum. Had the licensee refunded the amount to the complainant within a reasonable time, this problem would not have been arisen. The complainant for the first time made the above claim before this authority. Only two months back, the Forum passed the orders. The Forum did not fix any time for implementing its order by the licensee. Hence, I am unable to grant relief as submitted by the complainant. Considering the facts of this case coupled with the submissions made by both parties, I am inclined to fix time for the above purpose and pass orders regarding future interest at 18% per annum in case of default in making payment within the fixed time. This point is, thus, answered.

7. In the result, 9<sup>th</sup> September, 2021 is fixed for refund of the excess amount collected from the complainant, and it is ordered that the licensee must refund the above excess amount to the complainant on or before the above fixed date. The complainant will be entitled to future interest at 18% per annum on the above excess amount from 10-09-2021 onwards if the above amount is not refunded as per the above order. This representation is, thus, disposed of. No costs.

A copy of this order is made available at **[www.vidyutombudsman.ap.gov.in](http://www.vidyutombudsman.ap.gov.in)**

This order is corrected and signed on this the 27<sup>th</sup> day of August, 2021.

**Sd/- N. Basavaiah**  
**VIDYUT OMBUDSMAN, AP**

**To**

1. Velli Sri Harsha, S/o. Subba Rao, Musullagunta (V), Nallajerla (M), W.G. Dist – 534 112
2. The Assistant Engineer / Operation / APEPDCL / Nallajerla
3. The Assistant Accounts Officer / ERO-APEPDCL /Tadepalligudem
4. The Assistant Divisional Engineer / Operation / APEPDCL / Nallajerla
5. The Divisional Engineer / Operation / APEPDCL / Tadepalligudem

**Copy To:**

6. The Chairperson, C.G.R.F., APEPDCL, P&T Colony, Seethammadhara, Near Gurudwara Junction, Visakhapatnam – 530 013.
7. The Secretary, APERC, 11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Hyderabad - 500 004.