

BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
OF SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED
TIRUPATI

This the 31st day of August 2012

C.G.No:139/2012-13/Nellore Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri K. Rajendra Reddy

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri Kovuru Venkaiah
Ramachandrapuram Peta colony
Gangavaram (Village & Post)
Kovur Mandal
Nellore-Dist-524137

Complainant

And

1. Assistant Accounts Officer/ERO/Kovur
2. Assistant Engineer/Operation/Rurals/Kovur
3. Assistant Divisional Engineer/Operation/Kovur

Respondents

Sri Kovuru Venkaiah resident of Ramachandrapuram Peta colony, Gangavaram (Village & Post), Kovur Mandal, Nellore-Dist-524137 herein called the complainant, in his complaint dt:16-8-2012 filed in the Forum on dt:16-8-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is resident of Gangavaram village, Kovur mandal of Nellore-Dist.
2. He is having one service connection bearing SCNo: 298 for his resident at the above address.
3. He is receiving CC.bills on high side since long time and requested the AE/Opn/gangavaram for rectification on 23-6-2012.
4. The AE replied that the said high bills are due to linking up of agl service.

5. Requested for delinking of the said agl service from their domestic service as the said service is not belonging to him.

Notices were served upon the respondents duly enclosing a copy of complaint.

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Kovur in his written submission dt:26-8-2012 and a copy marked to the complainant, received in this office on dt:29-8-2012 stated that:

1. He received report from the AAE/Opn/Kovur rurals on 22-8-2012 wherein it was mentioned to delinking the agl service from HSCNo: 298 of Gangavaram pertaining to Sri Kovur Venkaiah.
2. Based on the report above the agl service number 632000172 was delinked from HSCNo:298 of Gangavaram on 24-8-2012.

Findings of the Forum:

1. The grievance of the complainant is that he is receiving CC.bills for his domestic service on high side since long time for the reason that an agl service not connected to him is linked to it and requested for delinking of the same.
2. The grievance comes under revision of bill in accordance with the Guaranteed Standards of Performance and is to be resolved within 7 days from the date of the complaint.
3. Here in this case though the complainant mentioned that he represented the matter to the AE/Opn/Kovur, but he could not produce any evidence to that effect but simply raised adverse comments on the officer.
4. The respondents took action and effected the delinking of the agl service number 632000172 from the domestic service No.298 of the complainant of Gangavaram on 24-8-2012.

5. Thus the grievance of the complainant is resolved, but the other aspect of consideration is about linking of the above delinked service to the appropriate consumer's domestic service which is not cared for by the respondents.

6. As such the respondents shall take immediate action to identify the consumer of the agl service number 632000172 and his domestic service and linkup the both for billing purpose.

In view of the above, the Forum passed the following order.

ORDER

The respondents are directed to

1. Identify the consumer of agl service number 632000172 and his domestic service and linkup the both the services for billing purpose.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 31st day of August 2012.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

To

The Complainant

The Respondents

Copy submitted to the Honourable Ombudsman, APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.

Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.