

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

This the 20th day of October 2012

C.G.No:160/2012-13/Ongole 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. G. Satyanarayana
C/o Pedda Subbaiah
DNo:5-67., Lingoipalli (Village & Post)
Cumbum (Mandal)
Prakasam-Dist-523370

Complainant

And

1. Assistant Accounts Officer/ERO/Cumbum
2. Assistant I Engineer/Operation/Cumbum
3. Assistant Divisional Engineer/Operation/Cumbum
4. Divisional Engineer/Operation/Markapuram
5. Superintending Engineer/Operation/Ongole

Respondents

Sri. G. Satyanarayana, C/o Pedda Subbaiah Resident of DNo:5-67., Lingoipalli (Village & Post), Cumbum (Mandal), Prakasam-Dist-523370 herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 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 having one domestic service with SCNo: 81 at Lingogipalli village of Cumbum mandal in Prakasam-Dist.
2. One number agricultural service with SCNo: 173 not connected to him is being appearing in the bill of his above domestic service.
3. Requested to delink the agl. service from his domestic service

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

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Cumbum in his written submission dt:20-9-2012 received in this office on dt:01-10-2012 stated that:

1. Sri G.Satyanarayana, Lingoipalli has been submitted to ADE, In house computer centre, Ongole along with letter submitted by the AE/Opn/Cumbam for deleting the AGL linkup ASCNo:06012000173 from SC.No:4211209000081.
2. Soon on receipt of deleting linkup at In-House computer centre, Ongole the same will be submitted to the Forum.

Findings of the Forum:

1. The grievance of the complainant is that one agl. service not having relevance to him is being billed along with his domestic service number 81 and requested to delink the same.
2. The grievance relates to billing matters and normally is to be resolved within 7 working days from the date of complaint in accordance with the Guaranteed Standards of Performance, but here in this case there is a necessity of verifying the ownership documents of the complainant and also the actual beneficiary owner of the said agl. service is to be identified for linking up the agl. service to the domestic service such that the billing is done without any omissions.
3. In this case the complaint was made on 11-09-2012 and is to be resolved by 20-09-2012, if it is a normal billing corrections.
4. The respondents reported that the matter is pending with ADE in house computer centre, Ongole and soon on receipt of the approval the same will be effected.
5. The respondents shall identify the beneficiary/owner of the said agl. service number 06012000173 and linkup to his domestic service while removing the same from the bill of the complainant with HSCNo: 4211209000081.

6. It is already delayed by one month approximately and is not informed that the said change is effected in the bills or not by the respondents.

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

ORDER

The respondents are directed that

1. They shall delink the said agl service No: 06012000173 from the complainants domestic service and link up to the respective consumer to whom the said service belongs to duly identifying the proper person not later by 31-10-2012 and report compliance by 07-11-2012 with the necessary proofs.

The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with the order above.

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 20th day of October 2012.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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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.