

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

**This the 6<sup>th</sup> day of October 2012**

**C.G.No:185/2012-13/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***

Smt.Singareddy Laxamma  
W/o Venki Reddy  
Tripurantakam Village, Post & Mandal,  
Prakasam-Dist.

Complainant

***and***

1. Assistant Accounts Officer/ERO/Y.Palem/Prakasam  
2. Assistant Engineer/Operation/Tripurantakam/Prakasam  
3. Assistant Divisional Engineer/Operation/ Y.Palem/ Prakasam

Respondents

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Smt. Singareddy Laxamma, W/o Venki Reddy resident of Tripurantakam Village, Post & Mandal, Prakasam-Dist. herein called the complainant, in her 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 has stated that

1. She is having one domestic service bearing SC.No.1583 at Tripurantakam village and mandal of Prakasam district.
2. She is using the above service only for domestic purpose but not for business purpose, but from June 2012 the service was changed to category-II and issuing the CC.bills.
3. Requested to change the category from II to I.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Y.Palem in his written submission dt:24-9-2012 received in this office on dt:26-9-2012 stated that:**

1. The SCNo: 1583 of Tripurantakam village was changed category from I to II on 30-6-2012 instead of the SCNo:1538.
2. Where as on 12/9/2012 the consumer of the SCNo: 1583 was represented for change the category-II to I at CGRF meeting on 12-9-2012.
3. On the same day i.e., on 12-9-2012, the SCNo:1583 is changed the category-II to I and issued the bill also in category-I for the month 09/2012.
4. And the bills for the months 7/2012 and 08/2012 revised as per category-I tariff vide Lr. RJ.No:09-09/2012 Rs. 414.00

**Findings of the Forum:**

1. The grievance of the complainant is that her domestic service was converted to commercial though not having commercial activity and requested for recategorisation of the service to domestic.
2. The grievance was first reported in the Forum on 12-9-2012 during adalath at Y.Palem and the same is to be resolved within 7 days in accordance with the Guaranteed Standards of Performance.
3. The respondents reported that the change of category from I to II was done in respect of SC.No: 1583 instead of 1538 by mistake.
4. The mistake above was rectified by effecting the recategorisation on the same day i.e. on 12-9-2012 in respect of the service 1583 and the bill was issued in category-I for the month 9/2012 and also the bills for the months of 7/2012 and 8/2012 were revised applying LT category-I tariff through RJ.No: 9-9/2012 and an amount of Rs 414/- was withdrawn.
5. The respondents did not make a mention of changing the category of the SCNo: 1538 that was actually to be effected for 7/2012 billing. As seen from

the account copy of the above service, the service category was changed from I to II with effect from 8/2012 billing instead of 7/12.

6. As such the respondents shall take action in levying shortfall in respect of service number 1538 for 7/2012 also treating the service under LT-II for the billing months from 7/2012 onwards to protect the revenue of the company.

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

### **ORDER**

The respondents are directed to

1. levy the shortfall in respect of service number 1538 Of Tripurantakam treating it under commercial activity (LT-II) from 7/2012 billing month within 15 days from the date of this order.
2. Report compliance on the item-1 above within 21 days from the date of this order.

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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 6<sup>th</sup> day of October 2012.

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
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**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.