

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

This the 23rd day of November 2012

C.G.No:193/2012-13/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 Kona. Sridevi
C/o Vishnu Rao
DNo: 16/3/93,
Nellore Post and Mandal,
Nellore-Dist-524003.

Complainant

And

1. Assistant Accounts Officer/ERO/Town-II/Nellore
2. Assistant Engineer/Operation/Harinadhpuram
3. Assistant Divisional Engineer/Operation/Town-II/Nellore

Respondents

Sri Kona. Sridevi, C/o Vishnu Rao Resident of DNo: 16/3/93, Nellore Post and Mandal, Nellore-Dist-524003 herein called the complainant, in her complaint dt:15-9-2012 filed in the Forum on dt:15-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. She is having two number services for her house and the house was let out to shops on rental basis.
2. The said services were changed to commercial category i.e. LT-II at that time.
3. Now the shops were vacated and there is only domestic nature.
4. The matter was reported at the call centre, but till to date even after a lapse of 8 months the category change was not effected and still continued under category-II only.

5. Requested for effecting the category for the two services.

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

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

1. The consumer has represented on 24-09-2012 to change the category from II to I.
2. The ADE/Customer call centre/Vidyuth Bhavan/Nellore has forwarded the proposals to ADE/Opn/Town-II/Nellore and the ADE/Opn/Town-II/Nellore has change the category in his LrNo: ADE/O/T-II/NLR/R.A/F-75/DNo:2451/12, dt:17-10-12 addressed to this office to effect the change in the master in 10/2012 as recommended by the ADE/Opn/Town-II / Nellore.
3. The name in our records it was existing in the name of Sri. V.Ramanaiah, but the representation was made by Smt.K.Sridevi.
4. The name transfer was not effected in the records. The consumer has also suggested to change the name in this office records duly applying for name transfer.
5. The copies of consumer's complaint, sanction of ADE/Opn/Town-II / Nellore are herewith submitted.

Findings of the Forum:

1. The grievance of the complainant is that she had represented for change of category of her two numbers services from commercial to domestic category being used for domestic purpose about eight months back, but the change of category is not effected.

2. In accordance with the Guaranteed Standards of Performance, the change of category of services is to be effected within 7 days upon production of necessary documents and payment of the fee prescribed if any for the purpose.
3. Here in this case though the complainant mentioned that she had represented the matter in the call centre about eight months back, there is no proof produced to that effect and hence the date of complaint made in the Forum i.e. 15-9-2012 is taken as the date of the first representation, also the complainant has to pay the necessary fee and produce documental evidence if any to that effect..
4. Here in this case the respondents reported that
 - a. the complainant filed application on 24-09-2012 in the customer call centre Vidyuth Bhavan Nellore and the same was forwarded to the ADE/Opn/Town-II/Nellore who in-turn has changed the category and communicated in his letter dt: 17-10-2012 addressed to the AAO/ERO/Nellore where the category change was effected in the master in 10/2012.
 - b. As per the records the registered consumer name was V.Ramanaiah, but the representation was made by Smt. K.Sridevi and the name transfer was not effected in the records.
 - c. The consumer was suggested to get the name change in the office records duly applying for name transfer.
5. Here in this case the application was registered on 24-09-2012 as accepted by the respondents where as the category change was effected on 17-10-2012 i.e. after 23 days as against the allowed period of 7 days as per the Guaranteed Standards of Performance.

6. As such there is a delay of 16 days for which the complainant has to be compensated by the respondents @ Rs 50/- for each day of delay and the total amount of compensation is (16 days x Rs.50/-) Rs.800/-.

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

ORDER

The respondents are directed that

1. They shall remit the amount of Rs.800/- to the complainant's service within 15 days from the date of this order.
2. They shall report compliance with in 21 days from the date of this order on the item-1 above.

The complainant is advised that she may report the matter to the Forum in case of non compliance by the respondents to the item-1 of 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 23rd day of November 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.