

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

This the 16th day of November 2012

C.G.No:218/2012-13/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.K.Satyanarayana
C/o K.Rama Rao
Akkala Kotaiah ST,
Perala Post, Chirala Mandal,s
Prakasam-Dist.

Complainant

And

1. Assistant Accounts Officer/ERO/Chirala
2. Assistant Engineer/Operation/D-2/Chirala
3. Assistant Divisional Engineer/Operation/Chirala
4. Divisional Engineer/Operation/Chirala

Respondents

Sri.K.Satyanarayana, C/o K.Rama Rao Resident of Akkala Kotaiah ST, Perala Post, Chirala Mandal Prakasam-Dist. herein called the complainant, in his complaint dt:16-10-2012 filed in the Forum on dt:16-10-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is an electrical consumer with SCNo: 1004 at Vittal nagar of Chirala.
2. In the month of July 2011 he purchased a old house in dilapidate condition and the house is provided with electrical supply with SCNo: 1004.
3. As per the instructions of the staff he handed over the meter and also receipt of Rs. 844/- paid by him towards electrical charges including 3

months advance and also cash of Rs 500/- to the line man Gabber in August 2011.

4. Since then he is pursuing for clearance certificate with the said line man and the matter was taken to the notice of the AE concerned, but his purpose is not served.
5. On 15-10-2012 he approached the concerned at main office, Vadarevu road, Chirala.
6. Originally the amount due as on date was Rs.279/- and odd, but the office staff prepared notice for Rs 1400/- and odd stating arrears have to be paid since 1999.
7. When he requested about arrears, the staff said they got circular from government recently.
8. He had approached the AO through letter and handed over the meter in the month of August 2011, vacated the house, paid the CC.charges upto date every month, but he was served notice to pay CC.Charges right from 1999 which is not correct
9. Requested for considering his facts above and help in issuance of clearance certificate.

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

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Chirala in his written submission dt:03-11-2012 received in this office on dt:09-11-2012 stated that:

1. The section officer has submitted in his report that the consumer has requested to dismantle the service and collect the balance amount.
2. Based on the field report the consumer has been issued notice to pay an amount of Rs.1628/- as calculated so as to issue clearance certificate.

1	CB as on 15-10-2012	389.53
2	3 months advance bills	225.00
3	FSA balance from 4/2009 to 5/20011	1113.56
	Total Amount	1728.09
	(-) S.D Available	100.00
	Total Amount	1628.09

Findings of the Forum:

1. The grievance of the complainant is that he had applied for cancellation of his service and paid the necessary CC.Charges upto date, but he was demanded additional amount from 1999 which is unjust and requested for render justice and order for issuance of clearance certificate.
2. The respondent-1 i.e. the AAO/ERO/Chirala in his report stated that the said amount of balance to be paid by the consumer Rs.1628.09 consists of 3 components viz 1. closing balance as on 15-10-2012 Rs. 389.53,
 2. Three months advance bills Rs. 225.
 3. FSA balance from 04/2009 to 05/2011 Rs. 1113.56.

After adjustment of the security deposit Rs 100/- available.
3. As seen from the above the complainant is liable to pay the sub-items 1 and 3 mentioned at item-2 above being the CB amount and fuel surcharge and regarding sub-item-2 above one month advance is sufficient as per clause number 5.9.4.1 of GTCS, but the respondents claimed for 3 months advance.
4. As such the complainant is advised to pay the amount of claim Rs. 1628.09 less Rs 150/- towards advance for the two months.
5. The respondents shall revise the notice and serve the complainant accordingly.

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

ORDER

The respondents are directed that they shall issue revised notice as mentioned at item-4 above of the findings within 15 days from the date of this order and issue the clearance certificate in further 2 days upon payment of the said amounts by the complainant.

The complainant is advised to pay the amounts accordingly

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Viduyut 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 16th day of November 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.