

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

**This the 28<sup>th</sup> day of December 2012**

**C.G.No:251/2012-13/ Tirupati 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.Narayanaswamy  
C/o K.Govinda Swamy  
DNo:9-27., Puttur Town, Post and Mandal.,  
Chittoor-Dist517583

Complainants

***And***

1. Assistant Accounts Officer/ERO/Puttur  
2. General Manager/IT/APSPDCL/Tirupati  
3. Divisional Engineer/Operation/Puttur  
4. Senior Accounts Officer/Operation/Tirupati

Respondents

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Sri. G.Narayanaswamy, C/o K.Govinda Swamy resident of DNo:9-27., Puttur Town, Post and Mandal., Chittoor-Dist517583 herein called the complainant, in his complaint dt:01-12-2012 filed in the Forum on dt:01-12-2012 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 Owner of service number:239 in Puttur town of Chittoor-Dist.
2. There is 'B' counter in ERO Office/Puttur, but CC.Bills are not collected at this centre for the past 3 months for the reason that the computer is under repair.

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3. Requested to rectify the problem and resolve the complaint.

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

**The respondent-1 i.e., the Assistant Accounts Officer/ERO/Puttur, in his written submission dt:07-12-2012 received in this office on dt:15-12-12 stated that**

1. Complaint was lodged to Accel front live Global I services, Secundrabad. The company hardware engineer attended the complaint on 04-08-2012 from 12:00PM to 3:00PM vide customer call slip.No. 18100 and certified that the system was not for use due to same day and letter was addressed to SE/O/TPT with copy submitted to the DEE/Opn/Puttur in the letter dt:13-09-2012.
2. In the letter dt:14-11-2012 addressed to the General Manager/IT/Corporate Office/ Tirupati with a copy submitted to the Superintending/Engineer/Operation/Tirupati and Divisional Electrical Engineer/Operation/Puttur regarding problems facing at ERO/Puttur due to repair of system in 'B' counter.
3. Alternate arrangements were made to 'B' counter with available systems were also virus effected not for use.
4. The same was brought to the notice to the Superintending Engineer/Operation/Tirupati with a copy submitted to the General Manager/ IT/Corporate Office/Tirupati in the letter dt:26-11-2012.
5. Immediately on 29-11-2012 A.N three systems was sent through Sr. Asst to corporate office for rectification as per the instructions of General Manager/IT/Corporate Office/Tirupati. 2 numbers systems [C.P.U] got repaired and received on 01-12-2012 A.N on the same day

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it was installed at 'B' counter in electricity Revenue Office/Puttur and work started on 03-12-2012 F.N. for collecting C.C.Charges through online.

6. In the letter dt:06-12-2012 addressed to the complainant [through registered post with acknowledge due] for rectification of system in 'B' counter at ERO/Puttur.
7. But the 'B' counter C.P.U sent to Hyderabad for rectification as per oral information given by the hard ware engineer/ADE/IT/Corporate Office/Tirupati. But the consumer complaint fulfilled with alternate arrangements.

**The respondent-2 i.e. the General Manager/IT/APSPDCL/Tirupati, in his written submission dt:17-12-2012 received in this office on dt:27-12-2012 stated that**

1. That the 1 No. Desktop system which is serving the counter collections purpose at ERO/Puttur is having Virus files and that has got repaired at Corporate Office/Tirupati on 05-12-2012 and the same may be returned to ERO/Puttur.

**Findings of the Forum:**

1. The grievance of the complainant is that there is much difficulty to pay the CC.Charges at the ERO counter and was forced to go to the private collection counter where there is much delay due to heavy crowd. Requested for rectification of the problem at the ERO counter.
2. The respondent-1 i.e. the AAO/ERO/Puttur in his reply stated that the complaint of non functioning of the computer that the ERo was

attended by the service men on 04-08-2012 and the problem was not rectified.

3. He made alternative arrangement by providing other computers available at the ERO Office, but they also could not serve purpose because of the effected virus.
4. Finally the problem was rectified on 01-12-2012 and was put into service on 03-12-2012 and the same matter was informed to the complainant on 06-12-2012 by him.
5. The respondent-2 i.e. the GM/IT/SPDCL/Tirupati in his reply stated that the problem was rectified on 05-12-2012 where as the problem was informed and attempted for on 04-08-2012. It indicates that the rectification took 4 months from its identification.
6. Though not covered by the Guaranteed Standards of Performance, the matter should have been attended on top priority in the interest of the consumers as well as the revenue of the licensee which was not given much importance and delayed badly.
7. Since the payment of CC.bill is time bound and reflects on the revenue of the licensee as well as suffering of the consumer at times if he could not pay the CC.bills in time though he is not at fault, but for the other side.
8. The licensee may take appropriate steps in such events in future and see that the consumer interest is secured.

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

**ORDER**

**“No Separate order need to be issued”.**

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Accordingly the case is disallowed 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 the 28<sup>th</sup> day of December 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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