

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

This the 31st day of January 2013

C.G.No:272/2012-13/Vijayawada Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Vacant

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri Tata Ramalingam
C/o Bikshamaiah
Polisetty padu Village & Post,
A.Konduru mandal,
Krishna-Dist.

Complainant

And

1. Junior Accounts Officer/Sub-ERO//Tiruvuru
2. Assistant Engineer/Operation/Kambhampadu
3. Assistant Divisional Engineer/Operation/Tiruvuru
4. Divisional Engineer/Operation/Nuziveedu

Respondents

Sri Tata Ramalingam, C/o Bikshamaiah resident, Polisetty padu Village & Post, A.Konduru mandal, Krishna-Dist. herein called the complainant, in his complaint dt:12-12-2012 filed in the Forum on dt:12-12-2012 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 a consumer with SCNo: 213 under commercial category at Tiruvuru Village and Mandal of Krishna-Dist.
2. The above service was changed to domestic nature.
3. Requested to change the category from II to I and issue the CC.bills.

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

The respondents-1 to 4 i.e. the Junior Accounts Officer/Sub-ERO/ Tiruvuru

the Assistant Engineer/Operation/Kambhampadu, the Assistant Divisional Engineer/Operation/Tiruvuru and the Divisional Engineer/Operation/Nuziveedu in their combined written submission dt:17-01-2013 received in this office on dt:23-01-2013 stated that:

1. The consumer of SCNo: 213 Kambhampadu village complained that the category of his service above was changed from II to I, but the demand raised was not withdrawn.
2. The service was utilized for commercial purpose and changed from category-I to II based on letter No:AE/O/KMPD/F.NO./ DNO.154/ 2009, DT:24-07-2009 W.E.F March 2009.
3. The service was recommended for category change from II to I by AE/O/Kambhampadu, vide letter No:AE/O/KMPD/F.NO/ DNO:1163/ 2012, DT:25-02-2012.
4. And also recommended to revise the CC.bills in category-I from December 2010, therefore it has been effected through RJNo:15-06-12 and an amount of Rs.1768/- was withdrawn.
5. Hence the balance amount is to be paid by the consumer.

Findings of the Forum:

1. The grievance of the complainant is that his domestic service category was changed to commercial by the department and again he changed the activity, but the change is not effected in the CC.bills. Requested for rectification of the bill.
2. As reported by the respondents the category of the said service was changed from I to II based on the letter of the respondent-2 dt:24-07-2009 and was done with effect from March 2009.
3. Again the respondent-2 in his letter dt: 25-02-2012 recommended for re-

categorisation of the same service from II to I with effect from December 2010 itself, but the reasons for the retrospective effect in billing or not explained.

4. If the said service was inspected in December 2010 itself why the respondent did not recommend for change of category of the service then itself and delayed for about 14 months i.e. from 12/2010 to 02/2012.
5. The respondents effected the change of category as recommended by the respondent-1 in the month of 06/2012 and an amount of Rs.1768/-was withdrawn from the consumers account through RJNo:15-06/2012.
6. The change of category in respect of the service from domestic to commercial was effected simply based on the letter dt: 24-07-2009 by the respondent-2 to the respondent-1 along with 7 other services, but where as for changing the category from II to I the respondents though observed that the service was utilized for domestic purpose during 12/2010 itself, but instead of addressing through a letter had insisted for filing an application in call centre at Tiruvuru based on which the complainant applied on 15-02-2012.
7. Though the respondents mentioned that the said service was inspected by the AAE/Opn/Kambampadu in 12/2010, they have not produced any evidence like inspection notes to that effect, but simply have recommended in 2/2012 to revise the billing with effect from 12/2010 itself and the respondent-1 acted accordingly and withdrawn an amount of Rs.1768/- through RJ.
8. In accordance with the Guaranteed Standards of Performance, change of category of service is to be effected with in 7 days from the date of application along with necessary documents and paying of prescribed fee, but here in this case the complainant filed the application only on 15 -02-

2012 and paid the necessary fee of Rs.25/-.

9. As such, in this case, the change of category should have been done by 22-02-2012.
10. The respondents are not collecting any application or fee for effecting the change of category from I to II which is contra to the Standards of Performance and is a loss to the licensee.

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

ORDER

The respondents are directed that they shall effect change of category of any service from any category to any other category deemed fit based on the activity noticed at the time of inspection of the service duly collecting the necessary evidences in the inspection notes as prescribed in appendix-IV (A) of General terms and conditions of supply and collecting the necessary charges as applicable from time to time.

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 the 31st day of January 2013

Sd/-
Member (Legal)

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.

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