

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

On this the 25th day of April 2013

C.G.No:301/2012-13/Guntur Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri A. Sateesh Kumar

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

Between

Sri B.Venkateswarlu
Retd L.I. SPDCL
DNo:1-110-1., Near State bank New
Karampudi Post & Mandal,
Guntur-Dist.

Complainant

And

1. Assistant Engineer/Operation/Karampudi
2. Assistant Divisional Engineer/Operation/Gurajala
3. Divisional Engineer/Operation/Macherla
4. Superintending Engineer/Operation/Guntur

Respondents

Sri B.Venkateswarlu, Retd L.I. SPDCL resident of DNo:1-110-1., Near State bank New, Karampudi Post & Mandal, Guntur-Dist herein called the complainant, in his complaint dt:11-01-2013 filed in the Forum on dt:11-01-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is a retired Line Inspector and resident of Karampudi Village & Mandal
2. He had applied for electrical service connection for agl. purpose on 20-05-2005.

3. The AAE/Opn asked him to pay an amount of Rs.5000/- towards development charges and Rs.1000/- security deposit in the form of DD and accordingly he obtained DDs on 19-10-2005 and handed over the same in the office.
4. Since then several times he visited the office and finally after 10 months he could get one pole and conductor and the service also was released, but the number is not allotted.
5. Requested for the number for the service already released in his favour.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Karampudi in his written submission dt:15-04-2013, received in this office on 18-04-2013 stated that:

1. The service number pertaining to the AGL service to Sri.Bussa.Venkateswarlu, Karampudi (Village & Mandal) is released vide ScNo:5240, Karampudi through the supplementary return for 04/2013.

Findings of the Forum:

1. The grievance of the complainant is that he had applied for agl. service in 05/2005 and the service was released after 10 months of the application, but the number is not assigned and communicated to him so far.
2. As could be seen from the documents here in the copies of DDs the application shall be in 06/2005 instead of 05/2005 as stated by the complainant since the DD for application Rs.25/- was dt:16-06-2005.
3. The complainant paid the development charges and security deposit through DDs dt:19-10-2005 i.e. after 4 months of his application and as per the contention of the complainant the service was released after 6

months from the date of payment of the development and security deposit i.e. by 31-03-2006.

4. The complainant having worked in the department in the cadre of line inspector should have brought the matter to the notice of the higher authorities up-to circle level immediately but raised the matter in 04/2011 addressing the officers up-to the Division level.
5. A service cannot be declared released unless otherwise a number is assigned to it and appeared in the consumer master, but simple extension of supply will not suffice.
6. It is not understood how the respondents have kept quite without communicating the said release of service to the ERO concerned for billing purpose duly assigning the service number.
7. The respondents after a period of about 7 years of the said release have intimated the fact to the ERO through supplementary release return wherein the date of release was shown as 04-04-2013 and the service number is 5240 for a load of 5HP under category LT-V (B) applicable for agricultural without DSM and energy charges payable.
8. Since the consumer stated that the service was already released within 10 months of application it indicates that he is utilising power since the date of release till to date and hence bills are to be issued accordingly against the service.
9. Since the consumer herein the complainant did not report any loss on account of the said delay it is felt that the respondents are not deficient in services but it is only a procedure lapse.

10. It is a gross negligence on the part of the respondents in not following the procedures in release of services and billing causing loss to the licensee as well as creating confusion to the consumer.
11. The respondents declaring the release as 04-04-2013 through a supplementary release return for the service already in use from 01-04-2006 is not correct and hence the AE/Operation/Karempudi has to revise the release return and bill the service accordingly.

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

ORDER

The respondents are directed that

1. they shall declare the date of supply as 01-04-2006 and back bill the service accordingly within 30 days from the date of this order.
2. they shall bear the amount of surcharge to be collected from the consumer from 01-04-2006.
3. They shall report compliance on the items 1 and 2 above of the order within 45 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 25th day of April 2013

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.