

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

This is the 30th day of March 2013

C.G.No:339/2012-13/Ongole Circle

Present

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

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

Between

Sri. Munnaluri Singaiah
C/o Basavaiah
DNo:19-2-119., Pamur Road,
Kandukuru Post & Mandal,
Prakasam-Dist-523105

Complainant

And

1. Assistant Accounts Officer/ERO/Kandukuru
 2. Assistant Engineer/Operation/Town/Kandukuru
 3. Assistant Divisional Engineer/Operation/Town/Kandukuru
 4. Divisional Engineer/Operation/kandukuru
- Respondents

Sri. Munnaluri Singaiah, C/o Basavaiah, resident of D.No:19-2-119., Pamur Road, Kandukuru Post & Mandal, Prakasam-Dist-523105, herein called the complainant, in his complaint dt:12-02-2013 filed in the Forum on dt:12-02-2013 duing Adalat at Kandukuru under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. They are having one electrical service connection with SC.No.2625 at Door.No. 19-02-119, Pamur Road, Kandukuru of Prakasam District.
2. The name of the consumer in the CC Bills for the above service is appearing as M.Subbalakshamma, instead of M.Srilakshamma.
3. Requested to correct the name and issue bills accordingly.

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

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Kandukuru in his written submission dt: 12-03-2013, received in this office on dt:26-03-2013 stated that:

1. The name correction was effected as Munnaluri, Sri Laxmamma in place of Munnaluri Subbalakshamma in consumer master (slab) on 01-03-2013 as requested by complainant.

Findings of the Forum:

1. The grievance of the complainant is that the name of the consumer in the CC.bills of their service is appearing wrongly as M.Subbalakshamma where as the consumers name is M.Srilakshamma. Requested to effect the correction and communicate in the future bills.
2. The respondent-1 i.e. the AAO/ERO/Kandukuru duly satisfying with the remarks of the complainant and accepting to the request made the correction in the consumer master as requested by the complainant.
3. AS could be seen from the billing data, in the bill dt:12-03-2013 the name was appeared as M.Srilakshamma as requested by the complainant and hence the grievance is resolved within reasonable time.

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

ORDER

Since the grievance is resolved, no separate order need to be issued.

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 30th day of March 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.