

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

**This the 3<sup>rd</sup> day of August 2012**

**C.G.No:41/2012-13/Kadapa 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 Badri Subba Rao,  
C/o Pedda Venkata ramaiah  
DNo: 1/129., Chitvel Town,  
Chitvel Post and Mandal,  
Kadapa-Dist.

Complainant

*And*

1. Junior Accounts Officer/Sub-ERO/Kodur  
2. Assistant Engineer/Operation/Chitvel  
3. Assistant Divisional Engineer/Operation/Kodur

Respondents

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Sri Badri Subba Rao, C/o Pedda Venkata Ramaiah resident of DNo: 1/129., Chitvel Town, Chitvel Post and Mandal, Kadapa-Dist herein called the complainant, in his complaint dt:24-4-2012 filed in the Forum on dt:24-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. Earlier there was a service bearing SCNo: 2048 under category-II for his house and in his name.

2. Because of lack of business the said service was got changed into category-III with 3 phase supply and on 31-12-2008 he paid an amount of Rs 11,200/- towards deposit.
3. But the service was not changed into category-III even as on the date of complaint i.e. 24-4-2012.
4. When he met the officers concerned directed him to go to Kodur or Kadapa.
5. Since he is not having sufficient knowledge in the matter, he could not met any officer and continued to pay the CC.bills for the said service even after payment of the said deposits on 31-12-2008.
6. Later on he received a bill with SCNo: 85 instead of 2085 for the reasons not know to him and even to the line inspector to surprised upon going through the billing contents of spot bill.
7. Immediately he contacted the AE and the JAO also, but there was no use and still he continued to pay the bills under category-II for the service.
8. Requested for change of category of the service number 85 from LT category-II to III.

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

**The respondent-1 i.e. the . Junior Accounts Officer/Sub-ERO/Kodur in his written submission dt:30-4-2012 received in this office on dt:8-5-2012 stated that:**

1. It is true that the service number 2048 of Chitvel was released under category-II in the name of Sri Badri Subba Rao for a contracted load of 2.94 KW
2. Further he applied for additional load of 4KW and regularized the additional load by which the total load becomes 6.94 KW.
3. The additional load and the conversion from slab to non slab for already effected in the consumer ledger in the month of 7/2009.
4. The category change proposals from II to III along with relevant documents are not received from the AE/Opn/Chitvel and the consumer also not produced the category change proposals to sub-ERO/Kodur.
5. In the month of 7/2009 while rectifying the double service numbers and issue of unique service code the number 2048 was changed to SCNo: 85 of Chitvel which stands in the name of the consumer
6. The bills were issued to the consumer every month and the consumer also paid the amounts regularly.

**Findings of the Forum:**

1. The grievance of the complainant is that his service number was changed from 2048 to 85 and the category of the service was not changed from LT-II to III, though he paid the relevant amounts on 31-12-2008.
2. The grievance comprises of two items i.e. releasing of additional load of 4KW to his service and converting the same into LT-III from the LT-II existing as on that date.

3. In accordance with Guaranteed Standards of Performance the additional load is to be released within 30 days from the date of application along with payment of prescribed charges and the category change is to be done within 7 days from the date of application and payment of prescribed fee along with submission of required documents.
4. In this case the complainant paid the said amounts on 31-12-2008 towards additional load of 4KW where as the additional load was released from 17-6-2009 with new service number assigned as 2333109000085 with a contracted load of 6.94 KW.
5. The respondents reported that the additional load and slab to non slab conversion of the service was effected in the consumer ledger in the month of 7/2009.
6. It is not understood how the additional load was released in 7/2009 for the payments made on 31-12-2008 i.e after a delay of 7 months.
7. The respondent-1 i.e. JAO/SUB-ERO/Kodur also reported that he did not receive any relevant proposals and documents from the AE/Opn/Chitvel for the said change of category of the service from II to III.
8. It is also not clear why it was necessitated to change the service number of the complainant from 2048 to 85 in the month of 7/2010 during the course of rectifying the double service numbers.

9. As could be seen from the account copy of the service the service number 2048 was bill stopped from 7/2009 onwards and the service number was also changed in 7/2009.
10. The contention of the respondents that the bills were issued every month to the complainant under category-II with modified SCNo: 85 and the consumer paid the C.C.Charges regularly is accepted as it is evident from the account copy of the service, but it is not understood why the complainant kept silent for a long period of about 34 months and continued to pay the CC.Charges under category-II without any protest.
11. The argument of the complainant that his service category was not changed though he applied for category III instead of category-II running cannot be accepted since he could not produce any documental evidence in support of his argument and also the respondents reported that there is no such proposal from the section office.
12. As such the complainant duly approaching the ADE/Opn/Kodur shall submit the relevant and required documents along with fresh application and prescribed fee payment if he prefers the said change of category from II to III under LT for the said service of 85.
13. The respondents duly observing the eligibility for the change of category of the service have to effect the change only from the date of application and production of relevant documents by the complainant in this regard.

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

**ORDER**

The complainant is advised to approach the ADE/OPn/Kodur and submit his application along with the required documents if he prefers the change of category of the service from LT –II to III and register his application in CSC centre, Kodur.

The respondents are directed to accept the application of the complainant and effect the change of category from LT-II to III in respect of the service number 85, Chitvel duly observing the eligibility factors.

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 this the 3<sup>rd</sup> day of August 2012.

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
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**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.