

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

This the 28th day of July 2012

C.G.No:64/2012-13/Ongole 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 S. Sivaiah
C/o Rangaiah
Swarna Village, Post & Mandal
Prakasam-Dist*

Complainant

And

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

Respondents

Sri S. Sivaiah, C/o Rangaiah resident of Swarna Village, Post & Mandal, Prakasam-Dist herein called the complainant, in his complaint dt:18-5-2012 filed in the Forum on dt:18-5-2012 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 having electricity service connection number : 77 for his house at Swarna village and mandal of Prakasam-dist.
2. The bills are issued under commercial category for his above service.
3. He had represented the matter, but the rectification was not done.
4. Requested for billing his service under domestic category.

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

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The respondent-1 i.e. the Junior Accounts Officer/Sub-ERO/Parchoor in his written submission dt:2-6-2012 received in this office on dt:08-6-2012 stated that:

1. The SCNo: 77 of Swarna stands in the name of Sri S.Rangaiah released on 10-7-1962 under category-I with a connected load of 1.34 KW.
2. The ADE/DPE-II/Ongole inspected the service on 3-6-2009 at 12:30 hrs and found the consumer utilizing supply for other than the domestic i.e. business purpose.
3. A case of unauthorized use of electricity was booked and recommended for change of category from I to II and the service was changed from I to II on 10/2011 as per the recommendations ADE/DPE-II/Ongole in his letter Dt: 6-6-2009.
4. At present the service category is changed from II to I as per the representation of the consumer.

Findings of the Forum:

1. The grievance of the complainant is about the billing of the service in commercial category instead of domestic and requested for change of the category from commercial to domestic.
2. In accordance with the Guaranteed Standards of Performance, the grievance of the complainant is to be resolved within 7 days from the date of application and submission of the relevant documents and the prescribed fee by the applicant.
3. Here in this case, the complainant made the representation in the Forum on 18-05-2012 during adalat at Parchur and in the complaint the complainant mentioned that he represented the matter earlier, but there is no proof to

that effect and hence the date of his complaint in the Forum is taken as the date his complaint.

4. As such the grievance of the complainant is to be resolved by 25-5-2012.
5. As could be seen from the account copy of the service it is understood that the service category was changed from LT-I to II in the month of 9/2011 and again re-categorised from LT-II to I in the month of 5/2012.
6. It was reported by the respondents that the service was inspected by the ADE/DPE-II/Ongole on 3-6-2009, but as seen from the inspection report the said service was inspected by Sri B.Sreenivasulu, AAE/DPE-II/Ongole who booked the case of malpractice for the consumer misusing the power for other than sanction purpose i.e. business instead of domestic.
7. The inspecting officer assessed the loss sustained by the department because of the said malpractice as Rs 8,550/-, but it is not clear whether the said amount was paid by the complainant or not.
8. The grievance of the complainant is however resolved in the same month by re-categorisation of his service as requested by.
9. There is no deficiency of the service on the part of the respondents in this case and hence no compensation need to be awarded.

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

ORDER

“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 this the 28th day of July 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.

Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.