

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

This the 28th day of September 2012

C.G.No:78/2012-13/ Tirupati 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.Narasimha Reddy
S/o S.Narayanaswamy Reddy
Palakuru Village & Post,
Puthalapattu Mandal,
Chittoor-Dist.

Complainants

And

1. Assistant Accounts Officer/ERO/Town/Chittoor
2. Assistant Engineer/Operation/Puthalapattu
3. Assistant Divisional Engineer/Operation/Rurals-I/Chittoor
4. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. S.Narasimha Reddy, S/o S.Narayanaswamy Reddy resident of Palakuru (Village & Post), Puthalapattu (Mandal), Chittoor-Dist herein called the complainants, in his complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 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 an agricultural consumer having a service connection with service numbers 108, 115 and 162 at Palakur village of Puthalapattu mandal in Chittoor-Dist.

2. But in the CC.bills contra to the above the SC Nos:333 which is not belonging to him is also linked with his domestic service No: 32 in addition to his own services 108, 115 and 162.
3. Requested for deletion of the service number 333 which does not belongs to him.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submission dt:25-6-2012 received in this office on dt:24-09-2012 stated that:

1. In the letter dt:25-5-2012 the AAO/ERO/Town/Chittoor was communicated to his office that, the complaint was attended and rectified on 25-5-2012.

Findings of the Forum:

1. The grievance of the complainant is that one number agricultural service not belonging to him was linked up to his domestic service unnecessarily and the bills are raised to him.
2. Requested for delinking of the unconcerned service.
3. The respondent-2 reported that the action was taken by the respondent-1 and the problem is rectified, but did not produce any proof to that effect.
4. But however as could be seen from the latest bill of the service it is understood that the said change was effected and hence the problem is resolved.

5. It is not explained by the respondents whether the said service number 333 was linked with the correct consumer related to it or left out without taking into account.

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

ORDER

The respondents are directed that they shall produce an evidence in support of the linking of service number 333 to the concerned domestic service with in 15 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 28th day of September 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.