

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

This the 5th day of October 2012

C.G.No:80/2012-13/ 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. P.Chandrasekhar Reddy,
S/o P.Krishna 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. P.Chandrasekhar Reddy, S/o P.Krishna Reddy resident of Palakuru Village & Post, Puthalapattu Mandal, Chittoor-Dist herein called the complainant, in his complaint dt: 23-05-2012 filed in the Forum on dt:23-05-2012 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 service numbers 298,282,578 and 98 for agriculture purpose apart from having the domestic service no.447 at his village Palakuru of Putalapattu mandal.
2. At present , the agriculture services above are not linked with his domestic service for the billing purpose.

3. Requested for linking up of the services.

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

The respondent-2 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. The details were submitted to AAO/ERO/Town/Chittoor.
2. As per reference Dt: 25-5-2012 the AAO/ERO/Town/Chittoor was communicated to this office that the complaint attended and rectified on 25-5-2012.

Findings of the Forum:

1. The grievance of the complainant is that his agriculture services are not linked to his domestic service and not appearing in his domestic service bill.
2. The said linking up of services is not mandatory and the licensee for the purpose of revenue realization, incorporated the facility for the convenience of both the consumer as well as the Licensee.
3. However the respondents reported that the details in respect of the services was submitted to the AAO/ERO/Town/Chittoor and the AAO in turn in his letter dated 25/05/2012 confirmed that the change was effected.

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

ORDER

No separate order need to be issued.

The respondents are directed that they shall ensure the relevance of the services duly verifying the up dated records like Adangal, Pahani, Pattadar Pass book with the consumer or a certificate issued by the Village Revenue Secretary to that

effect in absence of such records before effecting the change to avoid unnecessary invitation of disputes.

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 5th day of October 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.