

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:91/2012-13/ 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.R.Balakrishna Naidu
Petagraharam (Village),
Vajjireddypalli (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.R.Balakrishna Naidu resident of Petagraharam (Village), Vajjireddypalli (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 having three services one for domestic with SCNo: 674 and the other two with SC.NOs: 94 and 132 for agricultural purpose at Peta Agraharam village of Puthalapattu mandal in Chittoor-Dist.
2. But the bills for the agl services above are not appearing in his domestic service bill so far.

3. He when contacted the line man replied that his service above were bill stopped.
4. Requested for linking up of his agl services 94 and 132 to his domestic service 674.

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 this office that the complaint was attended and rectified on 25-5-2012.

Findings of the Forum:

1. The grievance of the complainant is that his two numbers agl. services are not being billed and displayed in his domestic service and requested for linking up of the same.
2. The respondent-2 reported that he was informed by the respondent -1 that the said linking of services was effected by 25-5-2012 and hence the problem of the complainant was resolved.
3. The respondent did not produce any evidence to that effect, but however shall produce the same before the Forum having fulfilled the requirement of the complainant if genuine.

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 agl. services of the complainant to his 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.