

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

**This the 16<sup>th</sup> day of March 2013**

**C.G.No:289/2012-13/Ongole Circle**

***Present***

***Sri K. Paul***  
***Sri A.Venugopal***  
***Sri T.Rajeswara Rao***  
***(Vacant)***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***  
***Member (Consumer Affairs)***

***Between***

Sri. Atchaiah Dandiboina  
DNo:15-42., Kapa Street,  
Near old Pedda Post Office  
Backside Teku Masjid,  
Cumbum Mandal  
Prakasam-Dist- 523333.

Complainant

***And***

1. Assistant Accounts Officer/ERO/Cumbum
2. Assistant Engineer/Operation/Cumbum
3. Assistant Divisional Engineer/Operation/Cumbum

Respondents

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Sri. Atchaiah Dandiboina resident of Near old Pedda Post Office, Kapa Street, DNo:15-42., Backside Teku Masjid, Cumbum Mandal Prakasam-Dist- 523333. herein called the complainant, in his complaint dt:14-12-2012 filed in the Forum on dt:14-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is a consumer with SCNo: 4211203003087 at Cumbum post and Mandal of Prakasam-Dist.
2. The name in the CC.bills of the above service is appearing as “**Dandiboina Atchaiah**” where as his initial is “**Dandeboina**” and requested for its correction.
3. Requested to instruct the concerned authority to effect the said change.

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Cumbum in his written submission dt:12-03-2013 received in this office on dt:13-03-2013 stated that:**

1. The surname of the consumer Sri.D.Atchaiah, SCNo: 4211203003087 of Cumbum has been made correction the Dadiboina as Dandeboina Atchaiah in consumer master as represented by the consumer.

**Findings of the Forum:**

1. The grievance of the complainant is that his surname was mistaken and is spell wrongly in the C.C.bills and requested to make correction and to that effect he made a representation earlier to the ADE/Operation/Cumbum through his letter dated 02-09-2011 along with the copies of House-hold card and the CC.bill, but was not attended for and requested to effect the change at least now.
2. The respondent -1 ie the AAO/ERO/Cumbum in his reply stated that the said correction as requested by the complainant was effected as Dandeboina instead of the existing. He also enclosed a copy of the latest bill as a proof, wherein the said change was noticed.
3. Though the complainant mentioned that he submitted representation earlier to the ADE/Operation/Cumbum,in 09/2011, he could not produce any evidence to that effect and hence not considered.
4. The consumer should have brought the matter to the notice of the respondents at least by the receipt of the first bill by him in 1993 itself as the supply was released on 25-01-1993 but the complainant represented the matter after 20 years.
5. The complaint was registered on 19-12-2012, and the said change was effected on 12-03-2013.

6. The said grievance of the complainant is not an item specified in the Guaranteed Standards of Performance as it is not even transfer of title but just spelling mistake that requires comparison with that mentioned in the original LT application at the time of applying for supply and hence there is no deficiency of service on the part of the respondents in this matter.
7. However, it is felt that the consumer as well as the respondents shall verify the correctness of the contents of the application before filing at the time of requesting for supply and the test report before signing.
8. The respondents shall check and see that the correct information is uploaded to the Consumer Master.

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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 16<sup>th</sup> day of March 2013.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**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.