

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

This the 18th day of July 2012

C.G.No:05/2012-13/ Guntur 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 V.Sreenivasa Rao
Revendrapadu Village & Post
Duggirala Mandal
Guntur-Dist**

Complainant

And

**1. Assistant Accounts Officer/ERO/Tenali
2. Assistant Engineer/Operation/Duggirala
3. Assistant Divisional Engineer/Operation/Rural-1/Tenali
4. Senior Accounts Officer/Operation/Guntur**

Respondents

Sri V.Sreenivasa Rao resident of Revendrapadu Village & Post, Duggirala Mandal, Guntur-Dist herein called the complainants, in his complaint dt:11-4-2012 filed in the Forum on dt:11-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is owner of the agl service number:136 of Revendrapadu distribution in Duggirala section of Guntur-Dist.
2. The above service was disconnected about 3 years back, but the bills are issued for Rs 25000/- though the service is not in use.
3. Requested for rectification of the bill and order for reconnection of the service.

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

The respondents 1 and 4, i.e. the Assistant Accounts Officer/ERO/Tenali and the Senior Accounts Officer/Operation/Guntur in their combined written submission dt:18-4-2012 and received in this office on dt:27-4-2012 stated that:

1. The agl service no: 136 Revendrapadu released on 18-6-1969 in the name of Sri V.V.Rao.
2. The consumer has not paid C.C.bills from 2005 to till to date.
3. But the service is under status-1 (live) with arrear of Rs 22278/- to the end of 3/12.
4. the consumer has not represented about not using of power supply to this office.
5. The AE/Opn/Duggirala has listed out some of services and addressed to their office in his letter dt: 6-3-2012 for withdrawal of demand duly bill stopping the service since two or three years.
6. But the consumer has requested in his representation that waival of penalties for utilizing supply from his date of complaint onwards.
7. If the consumer desires to have supply he has to pay the entire amount of Rs 22,278/- along with surcharge which could not be waived as per rules.

The respondent-2 and 3 i.e. the Assistant Engineer/Operation/Duggirala and the Assistant Divisional Engineer/Operation/Rural-1/Tenali in their separte written submissions dt:24-4-2012 and 25-4-2012 received in this office on dt:2-5-2012 and 5-5-2012 stated that:

1. The SCNo: 136 category V Revendrapadu village of Duggirala section was a non metered paid category agl service and was disconnected on

9-2-2008 due to non payment of C.C.Charges and requested for bill stop the service by the AE/Opn/Duggirala vide his Letter Dt:6-3-2012.

2. But the consumer was requested for reconnection if the surcharge is removed for the disconnected period.
3. But if the consumer desires to take reconnection of the service, he has to pay the total arrear amount Rs 22278/- along with surcharge upto date as per the department rules in vogue.

Findings of the Forum:

1. The grievance of the complainant is that he is receiving bills for his agl service though disconnected about 3 years back and not in use since then, an amount of about Rs 25000/- was shown as arrears pending against his service.
2. The complainant request for revision of the bill and waival of the amount towards the C.C.Charges for the period of not in use and he request that his service may be reconnected and allowed him to pay the bills excluding the period during which he did not use the service.
3. The respondents reported that the service was in paid category without metering and was disconnected during February 2008 and the out standing amount as on date is Rs 22278/- along with surcharge. If the consumer desires to take reconnection of the service he has to pay the above total arrear amount.
4. In the absence of the meter readings it is highly difficult to establish that whether the service is under usage or not and more over the status of the service was shown as 01 that is live which indicates that the service is in utilization.

5. As such the complainant is bound to pay the arrears amounts if he wants to continue the same service or else he may apply for a new service afresh duly canceling the service number 136 already in bill stop.

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

ORDER

1. The respondents shall restore the service number 136 of Revendrapadu immediately upon receiving the payment of arrear amount as on date.
2. The complainant shall pay the arrear amount as on date if he prefers to continue with the same service or else he may apply for a new service afresh duly canceling the service number :136 already under bill stop.

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 18th 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.