

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

On this, the 21st day of September 2013

In C.G.No: 101/ 2013-14/ Ongole Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Satish Kumar

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

Between

Sri. T.Lakshmi Narayana
DNo:5-1, Main Road,
Swarna Village and Post,
Karamchedu
Prakasam-Dist-523170

Complainants

And

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

Respondents

Sri. T.Lakshmi Narayana, resident of Swarna Village and Post, DNo:5-1, Main Road, Karamchedu, Prakasam-Dist-523170 herein called the complainants, in their complaint dt: 22-06-2013 filed in the Forum on dt: 22-06-2013 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 resident of Swarna Village of Karemchedu mandal of Prakasam-dist and is a domestic consumer with SCNo:331, but the service is under category-II.
2. For the service above, since the bills are received on high side, he took the matter to the notice of the local electricity staff.

3. In response to his complaint, the ALM Pratapreddy and one Krishnamurthy working in the substation arrived to his premises examined the meter for one entire day and later concluded that the meter condition is not good and requires to be taken to the office for rectification and taken it away.
4. From that time onwards he requested several times to the staff to bring back the meter, but he could not get it back and the replies are different. The matter was reported to the AE earlier, but he did not respond and finally and pin pointing Mr. Pratapreddy and Krishnamurthy who had taken away the meter replied that the meter has to be brought from Ongole and he has to spend Rs.5000/- towards the same.
5. Accordingly he paid Rs.3000/- and assured that the balance will be paid after fixing of the meter, but now they are telling that the meter will be fixed only after payment of the balance Rs.2000/-.
6. Requested to render justice besides taking action against the concerned staff.
7. The complainant in his further letter stated that during enquiry of the ADE, Parchoor in the matter, he came to know that the said meter was fixed at a different premises

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

The respondents-12 and 3 i.e. the Assistant Engineer/Operation/Karemchedu and the Assistant Divisional Engineer/Operation/Parchoor in their written submissions dt: 07-08-2013 and 06-07-2013 received in this office on 27-08-2013 and 11-09-2013 stated that:

1. The service number 331 of Mr. Lakshmi Narayana, swarna premises was inspected and observed that meter is not available against ScNo:331 and only wooden board is available.
2. Second service number:154 is available in consumer premises in the name of KV.Subba Rao. The service is existing in category-I.
3. At the time of enquiry Mr.T.Lakshmi Narayana represented that the meter existing in ScNo:331 is traced by themselves with the help of some others (names not mentioned) and available at Gopavarapu sambaiah, swarna premises.
4. The premises of G.Sambaiah, swarna was inspected and observed that Sph meter is available in category-2 and the service number 331 is marked in the meter cover. The meter particulars are Make:Star. SLNo:0112015513.
5. Further G.Sambaiah represented that the meter was fixed four years back by some private electricians and there is no connection to departmental staff. The copy of representation is herewith enclosed.
6. The account copy of ScNo:331, is verified, the demand is paid up to date and no changes is observed in meter status & category. The copy of the same is herewith enclosed.
7. Pratap reddy ALM swarna represented that the consumer falsely reported and the meter when shifted also not known. The copy of the representation is herewith enclosed.

Conclusion:-

1. The signature of T.Lakshmi Narayana complaint on 19-06-2013 is not tallied with the signature of statement given while enquiry. Hence the complaint made by T.Lakshmi Narayana is false.

2. While enquiry T.Lakshmi narayana has stated in his statement no payment was made to department staff by himself for this issue. Hence, money issued to the department staff is not proved.
3. The ScNo.331 meter is available in the premises of Sri. G.Sambaiah, Swarna.

Findings of the Forum:

1. The grievance of the complainant is that the meter of his commercial service number:331 was removed and taken away by the departmental staff upon his complaint that the meter reading on high side, but did not return it back and demanded Rs.5,000/- for getting back the meter and fix it . He paid Rs.3,000/- as a token advance for refixing the meter and the balance Rs.2,000/- was assured payment at the time of fixing the meter. Requested to render justice by taking suitable actions against the staff involved.
2. The respondent-2 i.e. the AE/ Opn/ Karemchedu replied that he had inspected the premises of ScNo:331 of Mr. Lakshmi Narayana of Swarna and observed that the meter is not available on the board which is left empty, there is an other service with ScNo:154 available in the premises in the name of KV.Subba rao under LT category-I. He came to know that the meter of Sc.No: 331 category-II was removed about 8 months back for the reason that the meter is recording excessive consumption, but he did not pay any amount to any body by himself and the amount not paid. It was established that the said meter of ScNo:331 was available in the premises of one Gopavarapu Sambaiah of Swarna. The said premises was also inspected by the respondents and noticed that the ScNo:331 was marked on the meter

cover. The said Sambaiah stated that the meter was fixed in his premises four years back by some private electricians, but not by any departmental staff

3. As could be seen from the account copy of the service no where it is mentioned that the meter is changed and the reading is progressive with nil balance. It indicates that the service was shifted with the knowledge of the meter readers, but it cannot be established that the meter is shifted by the departmental staff. However shifting of a service shall be done duly collecting the necessary charges from the consumer, but in this case the registered consumer of the service is continued as TL.Narayana where as the premises belongs to another person namely G.Sambaiah. The said transaction might have took place with the knowledge of both the complainant and the later.
4. Mr.G.Sambaiah under whose possession the said service number 331 is existing at present in his statement stated that during March 2010 he contacted one electrician by name Subramanyam for new service connection who inturn replied that there is a category-II service meter with ScNo:331 for the which the consumer is not paying the CC.Charges and hence it can be shifted to his premises and assured that they will take care of any sought of problem arise in future in this matter and he paid about Rs.2000/- for the said meter from that day onwards he is paying the CC.charges for the service regularly.
5. As such it indicates that the complainant wrongly projected the issue and leveled untrue allegations against the departmental staff keeping silent for about 4 years of its occurrence.

6. And hence it is felt by the Forum that all the contentions of the complainant are far from truth and not fit for consideration the complainant shall here afterwards stop giving such wrong complaints against the departmental staff wasting the valuable time of officials and any such activity in future will be viewed seriously and suitable actions like registering cases of defamation will be initiated.
7. The respondents shall collect the necessary development charges and the security deposit from the said G.Sambaiah along with LT application and test report and release a fresh service in his name duly dismantling the service number 331 existing in his premises with immediate effect.

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

ORDER

The respondents are directed that

1. They shall collect the necessary development charges and the security deposit from the said G.Sambaiah along with LT application and test report and release a fresh service in his name within one week from the date of receipt of payment.
2. They shall dismantle the service number 331 existing in his premises with immediately on release of the above services effect duly settling the final accounts with clearance certificate.
3. A compliance report on the items 1 and 2 above within further 7 working days on its completion.

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 the 21st day of September 2013.

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 to the General Manager/ CSC/ Corporate office/ Tirupati for pursuance in this matter.