

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: 104/ 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.Tirumalasetty Prabuji
Main raod,
Swarna Village and Post,
Karemchedu Mandal,
Prakasam-Dist-523170

Complainants

And

1. Assistant Engineer/Operation/Karemchedu
2. Assistant Divisional Engineer/Operation/ Parchoor
3. Divisional Engineer/Operation/Chirala

Respondents

Sri.Tirumalasetty Prabuji, resident of Swarna Village and Post, Main raod, Karemchedu Mandal, Prakasam-Dist-523170 herein called the complainants, in his complaint dt: 24-06-2013 filed in the Forum on dt: 24-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 have stated that

1. He had applied for a new service connection for his house at Swarna Village main road in the name of his mother T.Annapurnamma who signed in the documents and handed over an amount of Rs.1500/- to the ALM,Pratapreddy.

2. In the last week of May 2013 the said Pratapreddy along with two others namely Prasad and Krishnamurthy working in the substation have arrived to their house and fixed a meter.
3. He received a bill on 15-06-2013 for the above service wherein the bill amount was on high side when compared to the service earlier existing in his house.
4. Immediately on the next day the LI local and the staff examined the service on his request who inturnd advised him to report the matter to the AE.
5. Accordingly he made a complaint before the AE on 17-06-2013. The AE upon examining the meter and the bill expressed his doubt about the name N.Mallikarjuna Rao appeared in the bill and they replied that the said person is not known to them, but the AE insisted upon payment of the bill amount.
6. Requested to take action against the staff who deceived him by fixing the meter belongs to an other person while he paid for the new service for him.

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

The respondent-1 and 2 i.e. the Assistant Engineer/Operation/Karemchedu and the Assistant Divisional Engineer/Operation/Parchur in their written submissions dt: 07-06- 2013, and 06-09-2013 received in this office on 27-08-2013 and 07-09-2013 stated that:

1. As per consumer representation dt:17-06-2013 regarding excessive billing the ScNo:468 was inspected by me on 18-06-2013 and observed that earth fault indication is observed in the meter and the same was informed to the consumer and after isolating the load of freeze. The

earth fault indication is blown off. Hence, informed to the consumer fault is on consumer side and check up the earthing in their premises the same was informed to the consumer vide D.No:123/13, dt:1-7-2013.

2. During enquiry G.V.pratap reddy, ALM, Swarna said that, the ScNo. 468 is available in the name of N.Mallikarjuna is long back service. While billing on 15-06-2013 the consumer said that the bill amount is on high side and never seen previously such type of bills.

Conclusion:

1. From the above it concludes that recently no meter is fixed in the premises of T.Prabhujji.

Findings of the Forum

1. The grievance of the complainant is that he handed over the application duly signed by his mother along with Rs.1500/- for new service connection for his house in the name of his mother, but the departmental staff fixed a meter in the name of a different person and issued bill and demanded for payment and requested to take departmental action against the staff cheated him by fixing a meter belongs to others.
2. Though the complainant mentioned about the payment and the application, he could not produce any evidence to that effect He is not supposed to pay the charges in the form of cash without any acknowledgement and the payment shall be done against proper receipt only.
3. No where in the complaint the consumer mentioned the service number as 468, but the respondents reported that the 1st respondent inspected the premises of the complainant on 18-06-2013 where the

service number is 468 and observed that there is earth fault indication persisting in the meter which disappear after isolating the freezer load the same was informed to the consumer also. The consumer was advised by the AE in his letter dated :01-07-2013 to check up the wiring in the premises.

4. The respondents also reported that no meter was fixed in the premises of the complainant T.Prabuji in the recent as the ScNo:468 stood in the name of N.Mallikarjuna was released long back.
5. Though the respondent mentioned that he enclosed statements and account copy of ScNo:331 the same are not received by the Forum and hence not considered.
6. It appears that the said service 468 in the name of N.Mallikarjuna was shifted from some other place to the complainants premises without registering the application filed by the complainant and remitting the amount handed over to the staff.
7. The matter is to be enquired into separately by the respondent-3 i.e. the DE/Opn/Chirala and resolve the problem of the complainant based on the merits and take suitable action against the erring staff who involved in the said mischief.
8. The Forum cannot decide the matter without going through the facts.

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

ORDER

The respondent-3 i.e. the DE/Opn/Chirala is directed that

1. he shall conduct a detailed enquiry in the matter and take suitable action against the staff concerned who ever is involved in the mischief and

render justice to the complainant within 30 days from the date of this order, if the contentions of the complainant found to be facts.

2. he shall submit a report of compliance to the Forum within further 7 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 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.