

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: 107/ 2013-14/Tirupati Circle

Present

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

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

Between

Sri. A.Janardhan
C/o Narayanappa
Dno:3-132., Nagireddipalli Village & Post,
Bireddipalli Mandal
Chittoor-Dist-517415

Complainant

And

1. Assistant Engineer/Operation/Baireddipalli
2. Assistant Divisional Engineer/Operation/Palamaneru
3. Divisional Engineer/Operation/Rurals/Chittoor
4. Senior Accounts Officer/Operation/Tirupati
5. Superintending Engineer/Operation/Tirupati

Respondents

Sri. A.Janardhan, C/o Narayanappa resident of Dno:3-132.,
Nagireddipalli Village & Post, Bireddipalli Mandal, Chittoor-Dist-517415
herein called the complainant, in his complaint dt:02-07-2013 filed in the
Forum on dt:02-07-2013 under clause 5 (7) of APERC regulation 1/2004 read
with section 42 (5) of I.E. Act 2003 has stated that

1. He had applied for a new agl. service connection on 13-07-1998 and paid the necessary charges by DD, but the service number is not assigned so far.
2. He was permitted to utilize power right from the date of submitting the DDs in the office.
3. He met the AE and the ADE Palamaneru, but they did not take any action.
4. Requested to intimate the service number of their service under utilization since long time.

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

The respondent-1, i.e. the Assistant Engineer/Operation/Baireddipalli in his written submissions dt: 11-07-2013, received in this office on 15-07-2013 stated that:

1. Sri. A.Janardhan of Nagireddipalli village given Xerox of his payment made. The consumer has paid the following amounts.

Payment of Sri. A.Narayanappa

- a. Rs.75/- T.R.No:26135 dt:26-10-1996 towards SC charges.
- b. Rs.1500/- T.R.No.26135 dt:26-10-1996 towards SC Charges.

Payment of Sri. M.Narayanappa

- c. Rs.75/- T.R.No.26135 dt:22-07-1998 towards SC charges.
- d. Rs.1500/- T.R.No.26134 dt:22-07-1998 towards development charges.

There is no office records of the above consumer.

Findings of the Forum

1. The grievance of the complainant is that he applied and paid the necessary amounts for new agl. service connection on 13-07-1998 and was utilizing power right from the date of submitting the DDs with the permission of the AE, but he was not provided with service number for the above and now requesting for service number.
2. The respondent-1 i.e. the AE/Opn/Baireddypalli while accepting that it is a fact that the complainant M.Narayanappa paid Rs.75/- towards SC charges, and Rs.1500/- towards development charges on 22-07-1998 also another applicant by name A.Narayanappa paid similar amounts on 26-10-1996, but there are no office records in respect of both the above applicants.
3. The matter is of about 18 years old and hence the respondents reply that the records are not traced out is acceptable, but however as per the copies of temporary receipts produced by the complainant it is evident that the said M.Narayanappa paid the amounts of Rs.200/- vide DDNo:287439 dt:13-07-1998 towards security deposit and the AE/Opn/Baireddypalli accepting the payments issued a TR bearing number:127423 date not mentioned and also Rs.1500/- vide DDNo:287438 dt:13-07-1998 towards development charges and for this also the AE/Opn/Baireddypalli accepting the payments issued a TR bearing number:127438 for a load of 3HP for agl. purpose.
4. Since the payments were accepted by the respondent-1 the then AE/OPn/Baireddypalli and permitted the applicant to utilize the power right from the date of his application it is the responsibility of the respondents to release the service in the name of the complaint. It appears that the existing network as on that date was

sufficient to release the service favouring the complainant as no service line charges were insisted upon by the respondents at that time and facilitated usage of power to the complainant.

5. If at all any additional LT network of standard nature is required to be erected the consumer has to bear the cost of the additional expenditure towards such network expansion for the purpose and the respondents have got every right to demand for service line charges from the consumer though in use.
6. Also it is more appropriate to bill the service from 13-07-1998 the date of DDs itself since the complainant he himself mentioned that he is utilizing power from that date and the respondents shall collect the bill amount accordingly as per the tariffs applicable from time to time.

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

ORDER

The respondents are directed that they

1. shall first assign service number in the name of M.Narayanappa the complainant for the payments made on 22-07-1998 for a load of 3HP for the purpose of agriculture and intimate the complainant within 30 days from the date of this order.
2. Shall bill the service from 22-07-1998 against the service number assigned at item-1 above as per the tariffs applicable from time to time and collect the amount from the consumer within 30 days from the date of this order.
3. shall collect the necessary amount towards service lines if any necessitated to extend supply to the consumer through standard

lines and shall complete the work of laying of such lines within 90 days of receipt of the said amount.

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.