

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

On this the 17th day of May 2013

In C.G.No:12/ 2013-14/ Tirupati Circle

Present

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

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

Between

Sri. T.Mani
C/o T. Govindaiah
A.M.Puram Village & Post
Vadamalapeta Mandal
Chittoor-Dist-517571

Complainant

And

1. Assistant Accounts Officer/ERO/Puttur
2. Assistant Engineer/Operation/Vadamalapeta
3. Assistant Divisional Engineer/Operation/Puttur
4. Senior Accounts Officer/Operation/Tirupati

Respondents

Sri. T.Mani, C/o T. Govindaiah resident of A.M.Puram Village & Post, Vadamalapeta Mandal, Chittoor-Dist-517571 herein called the complainant, in his complaint dt:25-04-2013 filed in the Forum on dt:25-04-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is a domestic consumer at AM.Puram distribution of Vadamalapeta mandal in Chittoor-Dist and his service at present is 5324215000277.
2. Earlier his service number was 749, but after changing the supply timings to 24 hrs their service number above was changed to 277 stands in the name of Y.Nagaiah his uncle.

3. In the month immediate to the month in which the above change in service number took place the bill was issued to them for an amount of Rs.1824/-.
4. He sought clarification from the line man, but the line man directed him to contact the AE who answered him that there was a change in distribution resulted in adding the amount of SCNo:749 SBR.Puram stood in the name of M.Krishnam Raju to SCNo:749 of AM.Puram by mistake and promised it will be rectified.
5. Leaving the arrears amount the amount current months only is being collected from him, but the problem is still persisting since the last one year.
6. Requested to render justice.

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

The respondent-1 Assistant Accounts Officer/ERO/Puttur in his written submission dt:29-04-2013, received in this office on 01-05-2013 stated that:

1. The HSC.No:749 of S.B.R.Puram distribution of (O) Vadamalapeta section was released in the name of Sri.Y.Nagaiah, under category-I domestic purpose on 25-10-1988 with a connected load of 260 watts.
2. During 2011 a notice of additional load charges for an additional load of 1KW was issued to the consumer of the service No:749 of SBR.Puram of (O) Vadamalapeta section by the ADE/Opn/Puttur for Rs.1375/- as detailed below:

1.	Application fees	Rs.25.00	(By cash)
2.	Development charges @ Rs.1000/- per K.W	Rs.1000.00	(By DD on SBI/PTR Drawn in favour of DE/O/Puttur
3.	Security Deposit @ Rs.300 per KW	Rs.300.00	(AAO/ERO/PTR)
4.	Supervision charges	Rs.50.00	
	Total	Rs.1375.00	

3. Vide LrNo:ADE/O/PTR/F.DOC/DNO.749/2009 DT:06-11-2009 with a copy to AAO/ERO/Puttur and the above copy of the notice was received from the ADE/Opn/Puttur on 09-02-2010 along with a bunch of similar notices containing nearly 60 Nos.
4. Further, due to non payment of above additional load charges by the consumer the same was included in the CC.Charges bills as per oral instructions of DE/O/Puttur during 05/2011 vide RJNo:30/5-2011. Further the service was bifurcated from SBR.Puram to A.M.Puram distribution i.e. from monthly billing to bi-monthly duly assigning new service No:277 in A.M.Puram along with its arrears of additional load charges during 08/2011 billed in 09/2011.
5. The H.service.No:277 of A.M.Puram was order for disconnection during 09/2011 for non-payment of additional load charges and CC.Charges arrears total amounting to Rs.1474/- and the operated disconnection list was returned by the AAE/Opn/Vadamalapeta, duly furnishing a remark of DC at aerial (R) 0030 dt:28-09-2011 against the service No:277 of AM.Puram.
6. A list of non-realisation of additional load charges issued to the AAE/Operation/Vadamalapeta on par with other sections.
7. Further it is to submit that either AAE/Operation/Vadamalapeta or consumer of the service No:277 of A.M.Puram (old SCNo:749 of SBR.Puram) has not approached to this office regarding rectification of above said arrears.

Findings of the Forum:

1. The grievance of the complainant is that the amounts related to other service not pertaining to him are being levied on his service and the same

is not rectified by the department, though represented several times and the arrear amount is still appearing. Requested to rectify the same.

2. The respondent-1 i.e. the AAO/ERO/Puttur replied that
 - i. the said service No:749 of SBR Puram was released in the name of Y.Nagaiah for domestic purpose on 25-10-1988 with a connected load of 260 Watts and for the said service during 2011 and additional load was identified and a notice for Rs.1375/- was issued to the consumer for regularization of the additional load. The same amount was included in the CC.bill of the said service through RJ as per the instructions of the DE/ Operation/ Puttur in 05/2011.
 - ii. Further the service was bifurcated from SBR.Puram to AM.Puram duly assigning new service number 277 along with its arrears and effected in the billing month of 09/2011. The said service was ordered for disconnection in 09/2011 for non payment of CC.Charges Rs.1474/-.
 - iii. Neither the consumer nor the AE brought the matter to his notice for rectification of the arrears.
3. The respondent-1 says that the Service No.749 SBR.Puram was released in the name of Y.Nagaiah under category-I in the year 1988 where as in the notice dt:06-11-2009 for additional load, the name of the consumer of the said service 749 SBR.Puram was noted as M.Krishnamaraju which is contra. It indicates that either the service number or the name of the registered consumer are mistaken while issuing the notice for additional load.
4. Even though the SCNo: 749 was re-assigned as 277 A.M.Puram, the name of the registered consumer shall be Y.Nagaiah, the original registered consumer and the present beneficiar also.

5. More over it is not appropriate to include the charges towards additional load in the CC.bill and the consumer shall be allowed to pay the said amount.
6. As such the respondents shall withdraw the unnecessarily added amount of Rs.1,375/- and any surcharge there upon from the complainants service account with immediate effect.

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

ORDER

The respondents are directed that they

1. Shall withdraw the said amount of Rs.1,375/- and any surcharge levied there upon from the consumers service number 277 within 15 days from the date of this order.
2. Shall report compliance on the item-1 above of the order within 21 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 17th day of May 2013.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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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.