

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

On this the 24th day of January 2014

In C.G.No: 141/2013-14/ Kadapa 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. M.Adinarayana Prasad
C/o Seshaiah Chetty
DNo:4/12., Main Bazar,
Chinnamandem Post & Mandal,
Kadapa-Dist-516214

Complainant

And

1. Assistant Accounts Officer/ERO/Rayachoti
2. Assistant Engineer/Operation/Chinnamandem Respondents
3. Assistant Divisional Engineer/Operation/Rurals/Rayachoti
4. Divisional Engineer/Operation/Rayachoti
5. Senior Accounts Officer/Operation/Kadapa
6. Superintending Engineer/Operation/Kadapa

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Sri. M. Adinarayana Prasad, C/o Seshaiah Chetty resident of DNo:4/12., Main Bazar, Chinnamandem Post & Mandal, Kadapa-Dist-516214 herein called the complainant, in his complaint dt:10-11-2013 filed in the Forum on dt:10-11-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is having one electrical service connection number at DNo:4/12 at Chinnamandem Village and Mandal, Kadapa-Dist and the service number was 517, but the recent the number changed to 269 on 21-08-2002 the RESCO officials have collected Rs.2000/- from him stating that there is additional load again the electricity officials are pressing for payment stating that still there is

additional load and are not convinced even with the receipts dt:21-08-2002 were shown.

2. In the same street at DNo:4/137 they are having one shop with Sc No.23 for which they have already paid the required amount towards additional load on 21-08-2002, but the departmental officials are not accepting the old receipts and pressing for payments afresh.
3. Requested to render justice in going thorough the contents.

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

The respondent-1 Assistant Accounts Officer/ERO/Rayachoti in his written submission dt:19-12-2013, received in the Forum office on 21-12-2013 stated that:

1. On receiving original PRNo:16328 date:21-08-02 of 23 service and PRNo:16327, dt:21-08-02 or SCNo:269 (Old NO. 517).
2. The additional load was regularized from 260W to 1KW for the SCNo:23 and 260W to 3800watts for SCNo:269 duly obtaining LT application and test reports of IISC NO:269 of C.Mandem from section officer C.Mandem from section officer C.Mandem duly counter signing ADE/O/Rurals/Rayachoty.

Findings of the Forum:

1. The brief history of the case is that the complainant is having two services one for domestic purpose and the other for shop in the same street and they have paid for additional load for the said two services on 21-08-2002 an amount of Rs.2000/- and obtained receipts to that effect, but the department now APSPDCL without giving any validity to the receipts issued by the RESCO the then company under took the business of distribution of power in Rayachoty area are pressing for payment afresh. Requested to order the respondents to honour the receipts obtained earlier on payment of the required charges.
2. The respondent-1 i.e. the AAO/ERO/Rayachoty in his reply stated that the payments said to have been made against the said services during the reign of

RESCO are not available in the office for both the services i.e. 269 and 23 of the complainant.

3. Upon receiving notices from the Forum he had taken initiative and regularized the additional loads in respect of both the services of the complainant above extending due weightage to the old receipts. The loads in respect of ScNo:23 was made as 1KW instead of 260 Watts and in respect of Sc No:269 the load was increased to 3800 watts instead of 260 watts and the necessary LT applications and test reports were collected from the complainant.
4. For the convenience of the management and to facilitate better services to the consumers under RESCO, Rayachoty the same was merged into APSPDCL on 01-01-2005. The consumer shall not be penalized and pressed for payment again and again simply because the management had been changed and hence the receipts produced by the complainant shall be given due weightage and additional loads should have been regularized upon going through the receipts produced by the complainant.
5. The consumer shall not be put to any loss on account of the administrative changes of the supplier or the distribution licensee. As there is no proof that the complainant had already approached the respondents, in this regard the Forum cannot find any deficiency of service on the part of the respondents and it is only a difference of opinion whether to honour the receipts issued by the earlier management or not. Since the assets and liabilities of RESCO are merged with APSPDCL, there can not be any differentiation whether payments made during RESCO regime or otherwise.
6. Upon issuances of notices from the Forum the respondents acted upon and resolved the problem of the complainant within two months of the complaint. Since the consumer was not put to any loss by way of disconnection of service or any such it is felt by the Forum that there is no deficiency of service.

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

ORDER

The respondents shall consider the payments made by the consumers under RESCO regime and accordingly, services shall be extended to the consumers.

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 24th day of January 2014.

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.