

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

On this the 14th day of June 2013

In C.G.No:59/ 2013-14/ Tirupati 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. N.Reddenna
C/o Narayana
DNo:2-123., Balaji Street
Rompicherla Post & Mandal
Chittoor-Dist-517192

Complainant

And

1. Assistant Accounts Officer/ERO/Piler
2. Assistant Engineer/Operation/Rompicherla
3. Assistant Divisional Engineer/Operation/Piler
4. Divisional Engineer/Operation/Piler
5. Senior Accounts Officer/Operation/Tirupati
6. Superintending Engineer/Operation/Tirupati

Respondents

Sri. N.Reddenna, C/o Narayana resident of DNo:2-123., Balaji Street
Rompicherla Post & Mandal, Chittoor-Dist-517192 herein called the
complainant, in his complaint dt:14-05-2013 filed in the Forum on dt:14-05-2013
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 having agl lands of 2 acres at Rompicherla Village and Mandal of
Chittoor-Dist.
2. For the land above there is an agricultural service connection with
SCNo: 1003 stood in the name of his father N.Narayana released

about 10 years back by providing a single phase transformer and the LT line was removed by providing a three phase transformer 4 poles away.

3. But the cable wire is not laid to their service from the new transformer.
4. The poles are lying idle till date, but he is paying the C.C.Charges for the past 10 years.
5. His several requests for providing of new cable are not cared for and resulting in leaving his fields useless for the past 10 years though there is ample of water in the bore.
6. On 19-11-2012 he was pressed to pay an amount of Rs.3325/- stating that he is utilizing additional load and accordingly he paid the amount and was issued a receipt No. 40925 to that effect.
7. Upon going through the publication in Eenaadu news papers on 10-05-2013 he addressed the complaint for the loss sustained by him for the past 10 years and paying the CC.bills without utilizing supply as they are being included in his domestic service bill.
8. Requested to provide electrical supply duly laying the necessary cable.

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

The respondents 2 and 3 i.e. the Assistant Engineer/Operation Rompicherla and the Assistant Divisional Engineer/Operation/Piler in their separate but similar written submissions dt:23-05-2013, received in this office on 23-05-2013 stated that:

1. On receipt of the representation from Sri N. ReddennaC, /o Narayana, Door No.2-123, Baliya Street, Rompicherla in Rompicherla Mandal for Providing of LT line in place of removed line while execution of HVDS

works, through CGRF ,it is to inform to you ,that the HVDS works where carried out at Rompicherla section 6 years back. The Party was not brought to the notice of under signed. On noticing the same through CGRF, the material was arranged to the party and the line work was carried out.

Findings of the Forum

1. The grievance of the complainant is that his service was not provided with cable at the time of replacement of the existing transformer providing a new transformer and not extended supply for the past 10 years, but collecting CC.charges regularly duly including the same in his domestic service bill.
2. The respondents reported that the said alteration took place about 6 years back at the time of execution of HVDS works at Rompicharla mandal and the complainant never brought the matter to their notice. On receipt of notice, they have arranged the material and the line work was carried out.
3. The complaint was made on 14-05-2013 and the said work was completed by the respondents by 23-05-2013 i.e. within 10 days of noticing the problem.
4. Though the complainant mentioned that he approached the respondents several times for the said erection of cable and extension of supply to his service, he could not produce any evidence to that effect as such Forum took the letter of the complainant dt:10-05-2013 itself is the first one.
5. As such it is felt by the Forum that there is no deficiency of service on the part of the respondents in the matter and is fit to set aside.

6. However it is also felt that the said amounts of bills towards the agl. service said to have been included in the CC.bill of the complainants domestic service needs withdrawal if the respondents accepts that the consumer did not utilize supply for the said period of 6 years.

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

ORDER

The respondents duly enquiring locally whether the consumer utilized supply or not shall withdraw the amount of CC.bills correspondingly for the said period / years if the consumer did not utilize supply for the period.

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 14th day of June 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 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.