

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

**On this the 25<sup>th</sup> day of July 2013**

**In C.G.No: 71/ 2013-14/ Ongole 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.Ravuri Pitchaiah  
S/o Ramaiah  
Lingojipalli Village & Post,  
Cumbam Mandal,  
Prakasam-Dist-523370

Complainant

***And***

1. Assistant Accounts Officer/ERO/Cumbum
2. Assistant Engineer/Operation/Cumbum
3. Assistant Divisional Engineer/Operation/Cumbum
4. Divisional Engineer/Operation/Markapuram
5. Senior Accounts Officer/Operation/Ongole
6. Superintending Engineer/Operation/Ongole

Respondents

\*\*\*

Sri.Ravuri Pitchaiah, C/o Ramaiah resident of Lingojipalli Village & Post, Cumbam Mandal, Prakasam-Dist-523370 herein called the complainant, in his complaint dt:11-06-2013 filed in the Forum on dt:11-06-2013 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 an agl. consumer with SCNo:4211209000161 of Lingojipalli village of Cumbum mandal in Prakasam-Dist for his borewell and he is paying the CC.charges regularly.
2. On 09-08-2006 he sold out his land containing the above service to one T.Venkatanarayana, S/o Ankaiah and the deed was registered and as

such the said bore and the service are under the possession of the above from 09-08-2006, but the title of the service was not changed to the purchaser since he stays out side because of his employment.

3. when he approached the ERO office at Cumbum for the title transfer and to clear the dues against the service he came to know that against the said service number:161, instead of his name the ledger contains an others name Sheik Mahaboob.
4. He is pursuing the matter with the ERO for the past five months for which he got the reply that the matter will be examined and if any mistake occurred will be rectified and effected in the ledger, but was not done so.
5. Requested to rectify the defect and see that his name is appeared in the ledger first and then transferred to T.Venkatanarayana the present owner and beneficiary of the said property.

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

**The respondent-1, i.e. the Assistant Accounts Officer/ERO/Kanigiri in his written submissions dt: 28-06-2013, received in this office on 03-07-2013 stated that:**

1. The records verified and name was changed automatically due to technical problem from R.Pitchaiah to Sk.Mahabu. For identify of the correct consumer the field inspection was conducted and report received vide LrNo:AE/O/CBM/D.No.168, Dt:22-06-2013 and Endt. No:ADE/O/CBM/ D.No:417/2013, dt:24-06-2013.
2. Based on field report the name was corrected from Sk.Mahabu to R.Pitchaiah as he is original consumer.

3. The consumer was also satisfied and the consumer representation to withdraw the CGRF Case No:71/2013-14.

### **Findings of the Forum**

1. The grievance of the complainant is that his name against his agl. service was replaced in the ledger with an other unknown person without his knowledge and requested to rectify the defect.
2. The respondent-1 i.e. the AAO/ERO/Cumbum replied that he had verified the records and noticed that the name was changed automatically due to some technical problem from the complainant R.Pitchaiah to SK.Mahabu and based on the field reports the name was corrected from SK.Mahabu to R.Pitchaiah the original consumer.
3. The consumer expressed the satisfaction with the correction made above and rendered a letter to that effect withdrawing his case.
4. Though the complainant mentioned that he represented the matter earlier in the ERO prior to approaching the Forum, he could not produce any evidence to that effect and hence is not considered.
5. The complaint was made in the Forum on 11-06-2013 and was rectified by 26-06-2013 ( letter of the complainant ) i.e. within 15 days and also the consumer expressed his satisfaction with the services of the respondents and hence it is felt by the Forum that the respondents are deficient in rendering their services.

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

### **ORDER**

The respondents are directed that they shall be cautious in data management to avoid such complications in future.

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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 25<sup>th</sup> day of July 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.