

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

**On this the 3<sup>rd</sup> day of July 2013**

**In C.G.No: 90/ 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***

Smt.J.Mary Jayalatha  
W/o Dinesh  
DNo: 9-8(1)., V.N.Puram Village & Post,  
Podili Mandal  
Prakasam-Dist-523214

Complainant

***And***

1. Assistant Accounts Officer/ERO/Kanigiri
2. Assistant Engineer/Operation/ Podili
3. Assistant Divisional Engineer/Operation/Podili

Respondents

\*\*\*

Smt. J. Mary Jayalatha, W/o Dinesh, resident of V. N. Puram Village & Post, Podili Mandal, DNo: 9-8(1)., Prakasam-Dist-523214, herein called the complainant, in her complaint dt:20-06-2013 filed in the Forum on dt:20-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that

1. She is a consumer at V.N.Puram of Podili with SC.Nos:7371 and 7372 and the name in her CC.bills is appearing as J.Jayalalitha instead of J.Jayalatha her original name and requested to correct the name in future bills and enclosed a copy of the house tax assessments issued by the Podili gram panchayath as a proof.

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 01-07-2013 stated that:**

1. The name correction was made in the consumer master as J.MERY JAYALATHA as per party's representation.

**Findings of the Forum:**

1. The grievance of the complainant is that she is a consumer of electricity of SCNos:7371 and 7372 at Podili village and her name is appearing in the CC.bills wrongly as J.Mery Jayalalitha instead of J.Mery Jayalatha and requested to effect the change in her future bills duly enclosing a copy of the assessment notice issued by the Gram Panchayath Podili as a proof.
2. The respondent-1 i.e. the AAO/ERO/Kanigiri replied that the name correction was made in accordance with the proof produced by the complainant and also enclosed a copy of the account as a proof.
3. The forum noticed the change effected in the name as J.Mery Jayalatha from the account copy and hence it is construed that the grievance of the complainant is resolved positively.
4. The complaint was made on 20-06-2013 and the correction was effected by 28-06-2013 i.e. is within a period of 10 days reasonably.
5. There is no specific time span for the said grievance and hence Forum finds no deficiency of services on the part of the respondents.

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

**ORDER**

“No separate order need to be issued”.

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 3<sup>rd</sup> day of July 2013.

|                       |                     |                          |                    |
|-----------------------|---------------------|--------------------------|--------------------|
| Sd/-                  | Sd/-                | Sd/-                     | Sd/-               |
| <b>Member (Legal)</b> | <b>Member (C.A)</b> | <b>Member (Accounts)</b> | <b>Chairperson</b> |

**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.