

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

**On this the 12<sup>th</sup> day of August 2013**

**In C.G.No: 92/ 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.Velpula Dibbaiah  
C/o Velpula Venkateswarlu  
Pothavaram Village & Post,  
Podili Mandal,  
Prakasam-Dist-523240

Complainant

***And***

1. Assistant Accounts Officer/ERO/Kanigiri
2. Assistant Engineer/Operation/ Podili
3. Assistant Divisional Engineer/Operation/Podili
4. Divisional Engineer/Operation/Kanigiri
5. Senior Accounts Officer/Operation/Ongole
6. Superintending Engineer/Operation/Ongole
7. General Manager/IT/SPDCL/Tirupati

Respondents

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Sri.Velpula Dibbaiah, C/o Velpula Venkateswarlu resident of Pothavaram Village & Post, Podili Mandal, Prakasam-Dist-523240 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. He is an agl. consumer with SC.No:14128000154 at Pothavaram village of Podili mandal in Prakasam-Dist and he paid an amount of Rs.1500/- towards the CC.bills.

2. His service above was first billed in Pothavaram distribution of Podili mandal and subsequently was changed to Pothavaram distribution of Darsi mandal for the reasons not known to him.
3. Requested to correct the distribution and issue bills to enable him to pay the CC.bills.

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

**The respondents-1 and 3, i.e. the Assistant Accounts Officer/ERO/Kanigiri and the Assistant Divisional Engineer/Operation/ Podili in their separate similar written submissions dt: 28-06-2013 and 12-07-2013, received in this office on 05-07-2013 and 24-07-2013 stated that:**

1. The record of agricultural service connection No:14128000154 of Pothavaram village of Podili section was got shifted to Darsi Sub-ERO while bifurcation. The AAO/ERO/Kanigiri addressed a letter to General Manager (IT) to shift the record from Darsi to Podili. It is under process.

**Findings of the Forum:**

1. The grievance of the complainant is that his agl. service No:14128000154 earlier billed under Podili sub division was transferred to Darsi sub division during bifurcation and the said service was billed under Pothavaram distribution of Darsi mandal instead of Pothavaram of Podili sub-division. Requested to rectify the fault and see that the service is billed under Podili subdivision.
2. The respondents while accepting the mistake that the said service 14128000154 of Pothavaram village was got shifted to Darsi Sub-ERO while bifurcation and the AAO/ERO/Kanigiri was addressed to

General Manager/IT/C.O/Tirupati to effect the changes in the records and it is under process.

3. The said item is nowhere covered in the General Terms and Conditions of supply, but however the respondents on noticing the problem through the complaint had taken action and processed the case immediately.

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

### **ORDER**

The respondents are directed that they shall report compliance to the Forum on effecting the transfer of the service from Darsi to Podili sub division immediately on receipt of the copy of such change in the master duly enclosing a copy of the same.

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 this the 12<sup>th</sup> day of August 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.