

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

On this the 21st day of September 2013

In C.G.No: 96/ 2013-14/ Ongole 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. Kethu, Subba Rao,
Padamatipalem, DNo:6-30,
Podili Village, Post & Mandal,
Prakasam-Dist

Complainant

And

1. Assistant Engineer/Operation/Podili
2. Assistant Divisional Engineer/Operation/Podili
3. Divisional Engineer/Operation/Kanigiri
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. Kethu, Subba Rao resident of Padamatipalem, DNo:6-30, Podili Village, Post & Mandal, Prakasam-Dist herein called the complainant, in his 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 applied for a new agl. service connection in the year of 2006 for his bore-well by filing an application 02-03-2006 and paid Rs.5000/- and Rs.1000/- in form of DDs in the name of the officers at Kanigiri, but the service is not released in his favour even as on the date of

complaint and requested for release of service in his favour and allot the service number..

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

The respondent-3, i.e. the Assistant Divisional Engineer/Operation/ Podili in his written submissions dt: 12-07-2013, received in this office on 24-07-2013 stated that:

1. Accordingly to the proof submitted by Sri K.Subba Rao, Podili it is noticed that the demand draft No. 316265, dt:02-03-2006 worth Rs.5000/- is not tallied with that of petty cash cook in which the DDNo: noted as 308451, dt:31-03-2006. The matter is informed to Sri.K.Subba rao, Podili over phone.

Findings of the Forum:

1. The grievance of the complainant is that the agl. new service connection for which he applied for on 02-03-2006 and paid a total amount of Rs.6000/- in the form of DDs favouring the officers at Kanigiri is not released even as on the date of his complaint in the Forum on 20-06-2013 and requested for release of service in his favour and number assigned.
2. The respondent-2 i.e. the ADE/Opn/Podili replied that the DDNo:316265 dt:02-03-2006 worth of Rs.5000/- which is said to have been submitted by the complainant is not tallied with that of the petty cash book in which the DDNo was noted as 308451 dt:31-03-2006 and the matter is informed to the complainant K.Subba Rao of Podili over phone.
3. As could be seen from the documents available and produced by the complainant the DD for Rs.5000/- was with serial number 316265

dt:02-03-2006 where as in the PCB it was mentioned as 3088451
dt:31-03-2006 with the name of the consumer as Kethu Venkayamma,
W/o Subba Rao and the DD was booked on 16-08-2006 in PCB No
:12495.

4. While the applicant produces a document i.e. Xerox copy of demand drafts dt:02-03-2006 the Temporary Receipt (TR) says that the DDs were dt:31-03-2006 and 05-08-2006 and the amount of security deposit was in two 500/- in different DDs, but not in single with 1000/-. The TR was issued in the name of Kethu Venkayamma, W/o Subba Rao.
5. More over it appears that the complainant is husband to the applicant.
6. It is the responsibility of the respondents to verify the said DDs mentioned by the complainant from their records and see that whether the DDs were encashed or not .
7. Even if the PCB is considered the DDs were booked on 16-08-2006 while it was dt:31-06-2006 and it is not of no reason for delaying abnormally for a period of about seven years without releasing the service for the amounts already paid by the prospective consumer.
8. The respondents shall release the service in the name of the applicant appears to be the wife of the complainant immediately.
9. Though the time period for release of new service under LT was 30 days from the date of receipt of prescribed charges, in case of the agl. services bound to be released based on the priority and the quota allotted by the government of Andhra Pradesh every year and hence the clause is not applicable in this case, but however it should have

been released by the end of the financial year 2007 which was not done so

10. The complainant on contacting over phone on 08-08-2013 and 17-09-2013 replied that he was provided with a necessary lines and utilizing supply right from the date of his application. The application was made and the payment was done on 31-03-2006 and hence it is construed that the supply is being utilized by the complainant from 01-04-2006 onwards. The only plea of the complainant is that the department did not accept the bill amounts when he tried to pay under the plea that there is no service number against his name and he requested for the same.
11. As such it is felt by the Forum that it is only a procedural lapse, but there is no deficiency of service on the part of the respondents. More to that the department is at loss for not able to collect the CC.Charges amounts from the consumer for non assigning of service number.
12. The respondents shall immediately on receipt of this order shall assign a service number against the applicants name i.e. Smt.Kethu Venkayamma, W/o Subba Rao and collect the bill amounts right from 01-04-2006 till to date as per the tariffs applicable from time to time.

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

ORDER

The respondents are directed that

1. They shall release service in favour of the prospective consumer K.Venkayamma, W/o Subba Rao the complainant not later by 30-09-2013 and collect the bill amounts raising the demands from 01-04-2006 till to date as per the tariffs applicable from time to time

2. They shall report compliance on the above within 7 days from the date of compliance.

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 21st day of September 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 to the General Manager/ CSC/ Corporate office/ Tirupati for pursuance in this matter.