

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

**On this the 31<sup>st</sup> day of March, 2015**

**In C.G.No: 122/2014-15/ Guntur Circle**

***Present***

***Sri P.Venkateswara Prasad***  
***Sri A.Sreenivasula Reddy***  
***Sri T. Rajeswara Rao***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***

***Between***

Sri P.Narashimah Reddy  
C/o P.Krishna Reddy  
Ward No:3,  
Bapatla Village, Post and Mandal,  
Guntur-Dist-522101.

Complainant

***And***

1. Assistant Accounts Officer/ERO/Bapatla  
2. Assistant Engineer/Operation/Town/Bapatla  
3. Assistant Divisional Engineer/Operation/Bapatla  
4. Divisional Engineer/Operation/Bapatla

Respondents

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Sri P.Narashimah Reddy, C/o P.Krishna Reddy resident of Ward No:3, Bapatla Village, Post and Mandal, Guntur-Dist-522101. herein called the complainant, in his complaint dt:19.08.2014 filed in the Forum on dt:19.08.2014 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 a resident of Ward:3 ,Bapatla village, Post and mandal, Guntur – Dist with Sc.No: 4362.
2. He had Srinivas Tent House in Bapatla Town since one year he has not got power supply to his tent house.

3. The meter is removed due to non- payment of bills
4. Now he paid the bills but service connection is not given.
5. He requested the forum for restoration of power supply.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Bapatla in his written submission dt:26-09-2014, received in this office on dt:27.09.2014 stated that:**

1. The ScNo:4362 A-Zone, Bapatla, the service is under Bill-stop status from August 2013 and an amount of Rs.3072.52 is to be paid to for Re-eraction of the service. The consumer enquired about the charges he is payable for the re-eraction of the service and willing to take the new service connection instead of the old service which is under bill-stopped status for that he has given the written statement.

**The respondents-2 and 3 i.e. the Assistant Engineer/Operation/Town/Bapatla and the Assistant Divisional Engineer/Operation/Bapatla in their separate written submissions which are similar dt:26-09-2014, received in this office on dt: 27.09.2014 stated that:**

1. The consumer of ScNo:4362 A-Zone, Bapatla given the written statement that he is ready to take a new service connection instead of the old service which is under Bill-stopped status. Soon on payment of the new connection charges the service will be provided to him with in the SOP period.

**Findings of the Forum:**

1. During the special Vidyuth Adalath conducted at Bapatla on 19.08.2014 by the Forum , Sri P.Narasimha Reddy at Bapatla requested the Forum to restore supply to his service no.4362 since he has cleared the dues.

2. As could be seen from the Account copy the service is recording almost nil consumption for the last 3 years baring in 3 months.
3. The status of the meter is also varying and it is consistant and clearly shows that billing was not done properly.
4. The service was under bill stop status from 9/2013 onwards though the arrears were cleared during 1/2014 the service seems to be not reconnected /revived.
5. As seen from the submission of Respondents 1 & 2, it is evident that the complainant is reluctant to revive the service instead he prefers to take new service.

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

**ORDER**

Since the complainant himself is ready and preferring to take new service connection, the Respondents are hereby directed to advise the complainant suitably in releasing new service duly collecting the development charges, SD Charge etc.,

Accordingly the case is allowed in full and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1<sup>st</sup> Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this the 31<sup>st</sup> day of March 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(Accounts)**

Sd/-  
**Chairperson**

**True Copy**  
**Chairperson**

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.