

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

On this the 31st day of August 2015

In C.G.No:249/ 2014-15/Kadapa Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri N.Rudraiah
C/o N.Munaiah
D.No:23/476
Jammalamadugu
Jammalamadugu - Post Office
Jammalamadugu
Kadapa- Dist

Complainant

AND

1. Assistant Accounts officer/Yerraguntla
2. Assistant Engineer/Jammalamdugu Town
3. Assistant Divisional Engineer/Jammalamadugu
4. Divisional Engineer/Proddatur

Sri N.Rudraiah C/o Munaiah is resident of D.No:23/476 , Jammalamadugu , Jammalamadugu – Post Office , Jammalamadugu ,Kadapa – Dist, here in called the complainant, In his complaint dt:18.03.2015 filed in the Forum on dt:18.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

C.G.No:249/2014-15/Kadapa Circle

1. He is a resident of D.No:23/476 , Jammalamadugu , Jammalamadugu – Post Office , Jammalamadugu ,Kadapa – Dist.
2. He is consumer with service number :4778, A demand notice given for Rs 155/- for this service. Which was already paid in the month of January 2015,
3. So kindly revise the bills because he is under SC Category.

The respondent-3 i.e. the Assistant Divisional Engineer / O/APSPDCL/Jammalamadugu in his written submission dt:30.03.2015, received in this office on dt:04.04.2015 stated that:

1. As per the master data available in the sub ERO, J.Madagu , SC.No:4778 is outer 'SC' caste . Under SC/ST plan an amount of Rs.155/- adjusted to the service during the month of 12/13 . The consumer paid an amount of Rs.30/- vide PR No:590880 dt :16.12.2013, against demand of Rs .194/-. The adjusted amount again added to all the service covered under SC/ST Sub-Plan in the month of 02/2015. Hence the arrears of Rs .155/- shown in the CC bill of the SC.No:4778.

The respondent-1 i.e. the Junior Accounts Officer / Sub-ERO /APSPDCL/ Jammalamadugu in his written submission dt:07.04.2015, received in this office on dt:24.04.2015 stated that:

1. In attention to the C.G.No:249/2014-15/Kadapa Circle, it is to submit that 2211100004778 of Jammalamadugu Town section with contracted load of 1120 watts standing on the name of N.Rudraiah . The consumer has been issued CC bill of Rs 174/- during the month of 12/2013 in the demand notice issued subsidy of Rs 155/- has been deducted by showing "S.C.Service Subsidy' in the bill issued. The consumer has paid net balance of round figure of Rs 30/- vide PR.No.590880. Dated 16.12.2013. Again during the month 04/2015 the subsidy amount given Rs 155/- has been debited and arrears shown in CC bills .There are 320 servcies in the same manner. Alist has been enclosed for ready reference . But these services are not SC/ST services.

2. Hence the services deducted during the month of 12/2013 has been included in C.C.bill of 01/2015 again.

The respondent-4 i.e. the Divisional Engineer / O/APSPDCL/Proddatur in his written submission dt:22.08.2015, received in this office on dt:25.08.2015 stated that:

1. As per the master data available in the sub ERO, J.Madagu , SC.No:4778 is outer 'SC' caste . Under SC/St plan an amount of Rs.155/- adjusted to the service during the month of 12/13 . The consumer paid an amount of Rs.30/- vide PR No:590880 dt :16.12.2013, against demand of Rs .194/-. The adjusted amount again added to all the service covered under SC/ST Sub-Plan in the month of 02/2015. Hence the arrears of Rs .155/- shown in the CC bill of the SC.No:4778.

Findings of the Forum

- a. Sri N.Rudraiah of Jammalamadugu has lodged a complaint before the Forum on 17.03.2015 during the Vidyut Adalat was conducted at Jammalamadugu . In his complaint , the complainant has informed that there is a discrepancy of Rs 150/- in the demand and inspite his request to the officers, it has been demanded again and he has paid that amount also as per the orders of the DE/O/Proddatur finally he has requested to rectify the discrepancy .
- b. The Respondent No.4 i.e DE/O/Proddatur in his submission dated 22.08.2015 received in the office on 25.08.2015 has informed that the discrepancy was arised owing to entry in the Master data of the complainant as 'SC caste' under SC/St Sub plan Rs 155/- has been adjusted to the service during the month of 12/2013 and the consumer has paid Rs 30/- only vide PR No 590880 dt 16.12.2013 as against the demand Rs 194/-. Since the adjustment was again added back in 2/2015, arrears are shown against the service.
- c. As could be seen from the records made available to the Forum, it is understood that though the complainant is not covered under SC/ST plan it was erroneously adjusted Rs 155/- during 12/2013 and the mistake was rectified in 2/2015. Since the complainant has produced PR for Rs 30/- only , it is the responsibility of the complainant to clear the balance dues to the APSPDCL.

ORDER

Since the Complainant has cleared the balance dues which was erroneously adjusted during 12/2013, there is no point of consideration as discrepancy as the complainant has paid only Rs 30/- originally instead of Rs 194/-.

Accordingly the case is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 31st day of August 2015.

Sd/-

Sd/-

Sd/-

Member(Legal)

Member(Accounts)

Chairperson

True Copy

Chairperson

To

The Complainant

The Respondents

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