

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

On this the 21st day of May, 2015

In C.G.No:221/ 2014-15/Ongole Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri V.V.Pavan Kumar
D.No:17-51, 4th Lane Extension
Gayathri Homes
A.T.Agraharam – Post Office
Malareddy Nagar
Guntur
Guntur - Dist

Complainant

And

1. Assistant Accounts Officer/ERO/Guntur Town I
2.Assistant Engineer/Guntur D6
3.Assistant Divisional Engineer/Guntur Town III

Respondents

Sri V.V.Pavan Kumar is resident of D.No:17-51, 4th Lane Extension , Gayathri Homes, A.T .Agraharam – Post Office, Malareddy Nagar ,Guntur,Guntur –Dist . herein called the complainant, in his complaint dt:05.03.2015 filed in the Forum on dt:05.03.2015 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 D.No:17-51, 4th Lane Extension , Gayathri Homes, A.T .Agraharam – Post Office, Mala reddy Nagar ,Guntur,Guntur –Dist .

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2. He is the domestic consumer of Sc.No 1113300211279, Cat-I, D6 section, Guntur Town. His service was released in the year 2007 with 1 KW Load. Subsequently as there was exceed of load, he got converted his service to 3 Phase by paying necessary charges to the department. At present his service is being run with 3 Phase Meter.
3. Ever since the fix of 3 Phase Meter in his premises, so many times, he requested the A.E. concerned to enhance the load against his service as he already paid charges but till today no action is taken. Till yet his service is being run under single phase with 1 KW load instead of 3 Phase with 4 more KW load. He also visited ERO, Town-I, Guntur so many times and requested the authorities to enhance the load but the authorities are always asking him to produce receipt but he unable to produce as he lost the same long back.
4. In this connection, the point stands for consideration is, 3 phase meter would not be fixed in his premises if actually no payment is made by him, therefore the said aspect may kindly be taken in to consideration.
5. He also made complaint in Online Spandana vide Complaint no.1412271083 but surprisingly no status indicates.
6. Hence, he request to cause enquiry into the matter and do needful.

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

The respondent-I i.e. the Assistant Accounts Officer/ERO /Guntur Town I in his written submission dt:13.03.2015, received in this office on dt:18.03.2015 stated that:

1. After verification of our records it is observed the payment particulars towards Addl.load to Sc.No:1113300211279 are not received in this office either from the Assistant Engineer, Operation, D6, Guntur or from the consumer so far.
2. After receipt of payment particulars from the Asst.Engineer, Operation, D6, Guntur further action will be taken in this matter.

Further The respondent-II i.e. the Assistant Engineer/ Operation /D-6/Guntur in his written submission dt:23.03.2015, received in this office on dt:27.03.2015 stated that:

1. He had inspected the premises of the consumer whose Sc.No:1113300211279 situated in D.No D.No:17-51, 4th Lane Extension, Gayathri Homes, A.T .Agraharam – Post Office, Mala reddy Nagar, Guntur on 23.03.2015 and the

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findings are noted as follows. Meter Make:HPL;No:16687139; Capacity;3*10-40A;Reading:7195.Connected load:5000Watts.

2. He had verified all the available record of receipts of payment where in the additional load payment pertains to the said Sc.No:1113300211279 are not available in the office.
3. If the consumer submitted the payment particulars,the same will be submitted to the Assistant Account Officer,ERO,Town -I , Guntur, for enhancement of contracted load of the said service.
4. By the field inspection the additional load case was booked to the consumer in MATS GNT/GNTT/GNT3/2996/15.

Findings of the Forum:

1. Sri V.V.Pavan Kumar of Gayathri Homes,A.T.Agraharam, Malareddy Nagar,Guntur has filed a petition before the Forum and stated that despite fixing of 3 phase meter to his domestic service 1113300211279, the AE and AAO has not updated the load in his bill and it is still being shown as single phase with CL of 1KW.
2. The Respondent No 1 in his submissions has simply escaped and submitted that after receipt of payment particulars from the A.E action will be taken .
3. The Respondent No 2 has submitted that he could not trace the payment particulars of additional load payment .He has also stated that he has booked additional load case against the consumer now.The act of the Respondent in booking a additional load case instead of resolving the pending issue is highly objectionable. The Respondents have failed miserably in finding the truth as to how a 3 phase meter was fixed to the consumers service in place of single phase meter. It is the primary responsibility of the Respondents to update the consumer service master particulars immediately in case of changes.The Respondents cannot harase the complainant for production of valid receipts for the addl load payments made by him.

It is also observed by the Forum that the Respondents have not submitted any valid reasons/reply for the query raised by the complainant in his para 4.

In the circumstances explained above it is felt that the Respondents will alone be held responsible for the non updation of the consumer master with regard to contracted load and meter particulars and hence the following order.

ORDER

The Respondents are hereby directed to update the consumer master against the domestic service underquestion with 3 phase meter and contracted load of 5 KW besides with drawing the additional load notice issued by the Respondent No 2.

Compliance shall be submitted within 7 days from the date of receipt of this order.

The case is disposed of accordingly.

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 21st day of May 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.

