

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

**On this the 25<sup>th</sup> day of March, 2015**

**In C.G.No: 93/ 2014-15/Ongole Circle**

***Present***

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

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***  
***Member (Consumer Affairs)***

***Between***

Sri P.Kiran Kumar  
D.No :6-134  
Krishna Nagar  
Ulavapadu- Post &Mandal  
Prakasam - Dist  
523292

Complainant

***AND***

1.Assistant Accounts Officer/ERO/Singarayakonda  
2.Assistant Engineer/Ulavapadu  
3.Assistant Divisional Engineer/Singarayakonda  
4.Divisional Engineer/Operation/Kandukuru

Respondents

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Sri P.Kiran Kumar is a resident of D.No:6-134 Krishna Nagar Ulavapadu – Post Office ,Ulavapadu mandal Prakasam –Dist herein called the complainant, In his complaint dt:11-08-2014 filed in the Forum on dt: 11-08-2014 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 D.No :6-134 Krishna Nagar, Ulavapadu Village and Mandal,Prakasam – Dist.

2. He is Domestic consumer having energy meters with Sc.No 881 and 914 which are fixed in his house.
3. As per departmental advice the energy meters with Sc.No 881 and 914 are shifted from inside to outside of his house.
4. Before shifting the energy meters the line man named Shankaraiah sent one private person to remove door seals.Unfortunately the private person tampered the meter main seals of Sc No:881 ,seals no's :AO 89837& AO 89838 and he twisted the tampered seals and went away.
5. He immediately taken the matter to the lineman but lineman said nothing will happen.
6. The department persons said that it is an Offence and urged him to solve the problem with the lineman.
7. He lodged a complaint in CGRF for solving the problem.

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

**The respondent-II i.e. the Assistant Engineer /Operation /Ulavapadu in his written submission dt:24-02-2015, received in this office on dt:02-03-2015 stated that:**

1. It is true that 2 no's energy meter side seals pertaining to the HSC .No.881 of Ulavapadu are removed unfortunately on Dt 01.08.2014 by Sri K.Shankaraiah , Line Man , Ulavapadu while shifting the meter from inside to outside.
2. He has stated that the lineman has intimated the fact to him and he inturn intimated to the higher authority and inspected the meter location for non-theft of energy and provided the side seals(vide seal bit Nos.A896552 and A 896553) as per ADE/OSingarayakonda & DEE/O/Kandukur instructions.

**Findings of the Forum:**

1. While shifting the meters from inside the house to outside the house of the complainant, meter seals have been tampered erroneously.
2. On receipt of notice from the CGRF, Respondent No 2 has initiated the action and arranged the seals vide his Lr.204/14 dt 24.02.2015.

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

**ORDER**

Since the Grievance of the complainant as to providing of meter seals has been done by the Respondents.

Accordingly the case is allowed 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 25<sup>th</sup> day of March, 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(C.A)**

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