

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

On this the 25th day of June 2014

In C.G.No: 05/ 2014-15/ Nellore 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 G.Kesavulu
C/o G.Panchavati
DNo:16/24, Jyothinagar,
A.K.nagar Post,
Nellore-Town.
Nellore-Dist-524409

Complainant

And

1. Assistant Accounts Officer/ERO/Town-1/Nellore
2. Assistant Engineer/Operation/A.K.Nagar
3. Assistant Divisional Engineer/Operation/Town-1/Nellore
4. Divisional Engineer/Operation/Town/Nellore
5. Superintending Engineer/Operation/Nellore

Respondents

Sri G.Kesavulu, C/o G.Panchavati resident of DNo:16/24, Jyothinagar, A.K.nagar Post, Nellore-Town. Nellore-Dist-524409 herein called the complainant, in his complaint dt:17-04-2014 filed in the Forum on dt:17-04-2014 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 domestic consumer near Ayyappa Temple center at Jyothinagar, A.K.Nagar of Nellore-Town and the service number is 3311105077950 and paying the CC.bills amounts regularly.

2. About 20 days before the date of complaint he received a phone call from the AE, Siva Reddy informing that his meter was taken away by some unknown persons and called for his presence why is staying at Hyderabad for the past 3 years.
3. On 14-04-2014 he went to the office of the SE/Opn/Nellore and informed him about the power disconnection and loss of meter to his house and the SE inturn directed him to the said AE, Siva Reddy to get his problem solved.
4. Later when he approached directed his line man namely Viswanadham to fix the meter and restore supply. After that on 15-04-2014 i.e. the next day the said line man stated him that he will fix the meter.
5. On the promise above of the line man he went to Tirupati on some other work.
6. He received Rs.1,600/- demand for meter changes and fixing. He lost confidence on the department for playing the mischief even though he is a regular payer of power bills.
7. Requested the Forum to render justice by taking action against the persons responsible and issue orders to fix the meter and restore power supply.

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

The respondent-1 i.e. the Assistant Engineer/Operation/A.K.Nagar section/ APSPDCL/Nellore in his written submission dated:24-04-2013, received in this office on dated:25-04-2013 stated that:

1. HSC No.3311105077950 is existing at Jyothinagar, A.K.Nagar, Nellore. Originally the consumer is having two services fixing side by side. The

meter stolen SCNo:3311105063842 G.Panchavathi, but not SCNo.3311105077950. The consumer wrongly mentioned the service number in complaint. The date of release of supply SCNo.3311105063842 is 27-07-1995 as per records the register consumer is G.Panchavathi and the LT. agreement was entered by Smt.Panchavati only.

2. During March, 2014 while taking meter readings by meter reader it is observed that the meter is missing for the service number 3311105063842 of C3 distribution and the same has informed to me immediately he had informed the same with consumer over phone regarding missing of meter for the above service as the consumer staying in Hyderabad. In the mean while he had lodged a complaint in the police station dt:17-04-2014 and they were refused to register the complaint. The copy of the same is herewith enclosed. Hence he had informed the consumer to arrange the payment and the meter was fixed to the consumer after payment of the cost of the meter on 24-04-2014, as the complaint is not registered in the police station.
3. Sri. G.Kesavulu representative has addressed letter dt:24-04-2014 to the Chairperson, Consumer Grievance Cell, Tirupati, and admitted that the amount was paid to private electrician towards labour charges only, for replacement of service wire for his house and satisfied for the services rendered. Copy of the statement dt:24-04-2014 is herewith submitted for favour of perusal please. Consumer service was rendered satisfactorily.
4. In view of the above position the case may please be closed.

Findings of the Forum:

1. The complainant claims that his domestic service meter was removed without his notice though he is paying the CC.Charges regularly and

even his approach to the SE, Nellore and the AE concerned could not yield any result inspite of loosing Rs.1600/- towards fixing of the meter and restoration of supply. Requested the Forum to interfere in the matter and pass such orders with action against the responsible persons besides fixing of the meter and restoration of supply.

2. The respondent-2 i.e. the AE/Opn/A.K.Ngar in his reply to the above stated that there are two services in the consumers premises fixed side by side and the service numbers are 63842 in the name of G.Panchavathi and the other one 77950. The stolen meter was of the service 63842, but not 77950 as claimed by the consumer the supply to the said service was released in 27-07-1995 in the name of G.Panchavathi.
3. During March 2014 it was noticed by the meter reader that the meter of SCNo:63842 was missing and the same was informed to him and the matter was taken to the notice of the consumer staying at Hyderabad.
4. In the mean time on 17-04-2014 he lodged a complaint in the territorial Police Station, but the police refused to register the complaint. Due to emergency and in the absence of FIR the amount was collected from the consumer and new meter was fixed on 24-04-2014. Later he came to know that the amount paid by the consumer was towards service wire and labour charges to a private electrician the fact was accepted by the consumer and he expressed satisfaction on the services rendered through his letter Dt:24-04-2014.
5. Since the grievance is resolved amicably to the satisfaction of the consumer who himself had expressed the same in writing for the services rendered by the departmental personnel realizing the facts the Forum did

not find any deficiency of services on the part of the respondents and hence no compensation is awarded.

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

ORDER

The respondents are directed that they shall explain the consumers the provisions, rules and regulations under which the system of distribution of electricity is governed by and see that no such complaints come-up in future to avoid unnecessary wastage of departmental manpower besides erasing false presumptions from the minds of the consumers.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st 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 25th day of June 2014.

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.