

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

On this, the 26th day of June 2014

In C.G.No: 29/ 2014-15/Ongole Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Satish Kumar
Affairs)

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer

Between

Sri. Sk.Silar Mahammad
C/o SK. Madhar Saheb
DNo:775/9,
Kanigiri Village, Post & Mandal,
Prakasam-Dist-523230.

Complainant

And

1. Assistant Accounts Officer/ERO/Kanigiri
2. Assistant Engineer/Operation/Town/Kanigiri
3. Assistant Divisional Engineer/Operation/Town/Kanigiri
4. Divisional Engineer/Operation/Kanigiri
5. Senior Accounts Officer/Ongole

Respondents

Sri. Sk.Silar Mahammad, C/o SK. Madhar Saheb resident of DNo:775/9, Kanigiri Village, Post & Mandal, Prakasam-Dist-523230. herein called the complainant, in his complaint dt:23-05-2014 filed in the Forum on dt:23-05-2014 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 non domestic consumer with SCNo:4765 for his bakery under the title Dolphins bakery at Kanigiri town.

2. He had applied and paid the necessary charges of Rs. 16,000/- and Rs.6,400/- in the form of two numbers DDs upon which, the respondents extended three phase supply to his service and he is paying the CC charges every month regularly.
3. But in the recent, he came to know that the bills issued to him are not corresponding to three phase supply and hence approached the Forum.
4. Requested the Forum to pass such orders on the respondents to transfer the amount paid to his service and render justice.

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

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Kanigiri in his written submission dt:31-05-2014, received in this office on 03-06-2014 stated that:

1. The AE/Opn/Kanigiri/Town has confirmed LD and SD charges of Rs.16,000/- and Rs.6,400/- on dt: 27-05-2014.
2. The consumer master has been updated with contracted load as KW and updated with contracted load as 8KW and SD available with Rs.6,400/-.

Findings of the Forum:

1. The complainant is owning a service bearing connection number:4765 at Kanigiri Town under non domestic category for the purpose of his bakery under single phase supply at first. Later he paid for additional load to have three phase supply he paid an amount of Rs.16,000/- and Rs.6,400/- in the form of DDs which were entered in PCBs of the department on 09-06-2011. But the said additional load was not released to him and also three phase supply not extended so far. Requested to provide three phase supply to his service.

2. The respondent-1 i.e. the AAO/ERO/Kanigiri replied that the load was updated to 8KW and the SD also was made as Rs.6,400/-.
3. On verification of the account copy of the service it is understood that the load was made to 8KW as was stated by the respondent, but the type of supply was shown as single phase only.
4. As per the standards single phase supply shall be given upto 3KW load only and the services above 3KW shall be provided with three phase supply duly collecting the necessary charges towards conversion of lines, providing of DTR etc. to suit the field requirements. Here in this case the respondents did not make a mention of such conversion to 3 phase supply instead of single phase now existing.
5. As such it is felt by the Forum that the respondents shall take actions and provide three phase supply to the service duly collecting the necessary charges if any towards providing the infrastructure required.

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

ORDER

The respondents are directed that they shall take actions and provide three phase supply to the service duly collecting the necessary charges if any towards providing the infrastructure required within 30 days of receipt of such payments from the consumer duly issuing a 15 days notice to that effect.

They shall report compliance on the above item, of the order within further 7 days from the date of expiry of the notice period.

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 26th day of June 2014.

Sd/- Sd/- Sd/- Sd/-
Member (Legal) Member (C.A) Member (Accounts) 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.