

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:33/ 2014-15/Ongole 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. Yanamala Anjireddy
C/o Prasad Reddy
DNo:9-310,
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
5. Senior Accounts Officer/Operation/Ongole

Respondents

Sri. Yanamala Anjireddy, C/o Prasad Reddy resident of DNo:9-310, 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 consumer at Kanigiri Town near Venkateswara Theater with SCNo:10175 under category-II. Earlier in the said premises wherein a private school was run under lease for a period of 3 years.
2. The premises was vacated by the school management about 4 years back and shifted to some other place and the said service was not in use for the past 4

years, but the CC.bills in respect of the service are being issued under LT category-II. He had paid all the arrears pending as on date.

3. Requested to change the category of the service from LT-II to LT-I and he had produced the relevant bills to that effect.

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/Town/Kanigiri has recommended to change the category from II to I on Lr.dt:29-05-2014.
2. The change of category has been effected from II to I for the service connection No. 10179 of kanigiri town. The copy of the master change report for the month of May, 2014 is submitted for kind perusal.
3. In view of the above, the consumer complaint may please be disposed off in favour of department.

Findings of the Forum:

1. The grievance of the complainant is that the CC.bills in respect of his service in the premises wherein a private school was run under lease for a period of three years and was already vacated 4 years back are being issued under LT-category-II only even till to date and requested to change the category of the service from LT-II to LT-I.
2. The respondent-1 i.e. the AAO/ERO/Kanigiri in his reply stated that the change of category in respect of the complainant's said service from LT-II to LT-I had been effected from the month of May 2014 in the consumer master.
3. Though the complainant mentioned that the premises was vacated long back and the category of the service was not changed, it appears that he did not apply for the said change of category.

4. He shall take note that one should file an application in the customer service center at the level of sub-division of licensee duly paying the necessary fees and producing the relevant documents in support of his claim for change of category of any service.
5. In accordance with the Guaranteed Standards of Performance change of category of the service shall be effected within 7 days from the date of application and upon payment of the necessary charges failing which the complainant is to be compensated @ Rs.100/- per each day of default beyond the said 7 days.
6. In this case the complaint was made on 23-05-2014 and the category change was effected by 31-05-2014 i.e. with the reasonable time of 7 days and hence there is no deficiency of service observed on the part of the respondents in the matter and hence there is no need of allowing compensation to the complainant.

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

ORDER

No separate order needs to be issued for the respondents to act upon.

But however the complainant is informed that one should file an application in the customer service center at the level of sub-division of licensee duly paying the necessary fees and producing the relevant documents in support of his claim for change of category of any service.

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.