

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

On this the 18th day of July, 2016

In C.G.No:411/ 2015-16/Nellore Circle

Present

*Sri J.V.T.S.Prasad
Sri N.Siva Sankar Prasad
Sri T. Rajeswara Rao*

*Chairperson(I/c)
Member (Accounts)
Member (Legal)*

Between

Smt Kakani Mastanamma
C/o Ramachandraiah
Harijanawada Main Road
Kovur
Kovur – Post Office
Nellore – Dist

Complainant

And

1.Assistant Accounts Officer/ERO/Kovur
2.Assistant Engineer/Kovur
3.Assistant Divisional Engineer/Kovur
4.Divisional Engineer/Kavali

Respondents

Smt Kakani Mastanamma C/o Ramachandraiah is a resident of Harijanawada , Main Road, Kovur Village & Post, Nellore –Dist, here in called the complainant, in her complaint dt:30.11.15 through Advocate filed in the Forum on dt:30.11.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that:

1. She is resident of Harijanawada , Main Road, Kovur Village & Post, Nellore – Dist.
2. She belongs to Dalith Community . In the tenth month of 2011 year she is approached the Assistant Engineer, Operation, APSPDCL, Kovur and requested

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to change the defective meter to her house and replace the same with a new one . Accordingly the concerned authorities fixed a new meter to her house without giving the details of the said meter and HSC number. She approached the above said authorities number of times to furnish the details for paying the using of electricity consumption, but in vain. To that effect she submitted representations also to the Assistant Engineer in connection with the non-issuing of monthly reading bill. In the same way she approached the present Assistant Engineer, Operation, Kovvur and that he has furnished a letter and asked her to go and approach the Assistant Accounts Officer, ERO,APSPDCL, Kovur and that after approaching the said Assistant Accounts Officer in his office, they gave a unauthorized slip on 31.10.2015 stating that she is an arrears of Rs 55,854/- regarding the House service connection no:32212010109059 of Kovur appropriating bill from 10/2011 IR:75 to 11/2015 FR:5526.

3. She has got a small house in Kovur Harijanawada area having two bulbs , one fan and one TV. So , the amount calculated is too excessive and unwarranted. Without any fault she was unnecessarily penalized.
4. Hence you are hereby requested to take necessary action against the concerned authorities of department for non serving of electricity bill to her , even after several requests and demands for all the years and do justice to her in payment of arrears. Expecting early reply and order for needful enquiry.

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

The respondent -2 the Assistant Engineer/Operation/Kovur Town in his written submission dt : 26.12.2016, received in this office on dt:30.12.2016 stated that:

1. The HSC.No:3221201009059 of Kovur (T) belongs to Smt . K. Masthanam. The service was under bill stopped from 05/2011. The Mother of Consumer of 9059 represented to this office to live the service from Bill Stop. As the consumer belongs

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to SC Community and the service is in the SC Colony. Then it has recommended to AAO/ERO/KOVUR to live the service fro Bill stop duly apportioning the reading .

2. Accordingly the bill was revised from 10/2011 to 11/2015 amounting to Rs 21221/- and the same was intimated to the consumer for arranging the payment . So for the consumer has not paid the amount.

The respondent -1 the Assistant Accounts Officer /Operation/Kovur in his written submission dt : 10.12.2015, received in this office on dt:24.02.2016 stated that:

1. The House Service Connection No:3221201009059 of Kovur Town belongs to Smt .K.Masthanamma . The service is under bill stopped from 05/2011. The letter dated 29.10.2015 received from the Assistant Engineer/Operation/ Kovur Town for Bill stop to live duly recommending for oppornating readings from 10/2011 to 11/2015 with I.R. 75 and FR 5526.
2. Accordingly the revision of bill (i.e.,) Bill stop to live duly oppornating the consumption for 5451 units for the period from 10/2011 to 11/2015 amounting to Rs .21221/- was arrived and letter addressed to Assistant Engineer/Operation/Kovur Town on 28.11.2015 with a request duly contact the consumer for arranging the payment . So far the consumer has not come to this office for payment.

The respondent -3 the Assistant Divisional Engineer/Operation/Kovur in his written submission dt : 24.02.2016, received in this office on dt:25.02.2016 stated that:

1. The HSC.No:9059 of Kovur Town belongs to Smt.K.Masthnamma . The service was released on 20.06.2004 with a connected load of 260 watts (SC colony) the service has released with Omni Agate, 10-60A, Sl.No:0090220, IR 0002 meter in the month of 03/2011. The Meter of the service was changed with Sl.No:14566302, HPL ,5-30 A, IR 0001.
2. The service was bill stopped from 5/2011 due to non payment of C.C. charges. As per the consumer representation the CC bill was revised from 10/2011 to 11/2015 i.e bill stop to live amounting to Rs 21,121/- the consumer did not pay the amount.

Findings of Forum:

1. Smt Kakani Masthanamma , Kovur has filed petition before the Forum on 30.11.2015 through Advocate Sri G.Subba Reddy where in she informed that Assistant Engineer/Operation/Kovur has not given consumption bill for her services No 3221201009059 even after repeated requests. Later Assistant Accounts Officer/ERO/Kovuur has issued unauthorized slip on 31.10.2015 for an

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amount of Rs 55,584/- and she requested for revision of bill as she has having one light , one fan and T.V.

2. The Respondent .1 in his letter dated 10.12.2015 received in the Forum on 23.02.2016, stated that the service of Smt K. Masthanamma is under bill stopped category from 5/2011. Based on Assistant Engineer/Operation/Kovvur recommendations now the service was converted to his service by the bill for Rs 21,221/- for the period from 10/2015 to 11/2015 the Assistant Accounts Officer/ERO/Kovvur has informed by phone on 4.07.2016 , Smt K. Masthanamma has paid the entire amount to APSPDCL and now paying the bills regularly .

ORDER

As much as the grievance of the complainant has been resolved by respondents to her satisfaction the case is disposed off .

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 18th day of July 2016

Sd/-
Member(Legal)

Sd/-
Member(Accounts)
True Copy
P. Sreed
Chairperson

Sd/-
Chairperson

To
The Complainant
The Respondents
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.