

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

On this the 25th day of August 2015

In C.G.No:132/ 2015-16/Guntur Circle

Present

Sri P.Venkateswara Prasad
Sri A.Sreenivasula Reddy
Sri T. Rajeswara Rao

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Kanteti Sivaramakrishna
C/o Mukteswara Rao
Morthota
Morthota
Repalle
Guntur-Dist
522265

Complainant

AND

1.Assistant Accounts Officer/Repalle
2.Assistant Engineer/Repalle Rurals
3.Divisional Engineer/Repalle
4.Divisional Engineer/Tenali

Respondents

Sri Kanteti Sivaramakrishna C/o Mukteswara Rao is a resident of Morthota, ,Morthota, Repalle,Guntur -Dist, here in called the complainant, In his complaint dt:11.06.2015 filed in the Forum on dt:11.06.2015 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 the resident of Morthota, ,Morthota, Repalle,Guntur –Dist.
2. He requires to change his service from category III to Category V.

3. So kindly change the category from to III to V.

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

The respondent-1 i.e. the Assistant Accounts Officer /ERO/APSPDCL/Repalle in his written submission dt:17.06.2015, received in this office on dt:20.06.2015 stated that:

1. It is to submit that the written submission on the Consumer Grievances bearing C.G.No . 132/2015-16/Guntur Circle based on the complaint made by Sri Kanteti Siva Ramakrishna Rao, Moorthota , SC.No.1245621000083, Cat-III service is submitted here under please.
2. It is to submit that the consumer of SC No .1245621000083 of Moorthota was not apply for change category from LT III to LT V(B) and the Assistant Engineer/Operation/Rural/Repalle has also confirm the above said category change.
3. It is to submit that the category to be effected from LT III(i.e) Prawn Culture LT III to V (B) (Paid AGL Category) in respect of SC No.1245621000083, Moorthota. The Category changed proposals were not received to this office so far. After receiving the category change proposals from Divisional Electrical Engineer/Operation/Tenali the change of category of the above service will be effected.

The respondent-3 i.e. the Assistant Divisional Engineer /Operation/APSPDCL/Repalle in his written submission dt:05.08.2015, received in this office on dt:14.08.2015 stated that:

1. Sri Kanteti Siva Rama Krishna ISC No.83 of Moorthota in Repalle Mandal has filed a petition on behalf of him self and others regarding change of category from III to V.
2. The field verification is completed by the Section Officer. The consumers are informed to pay the category change fee at the call center, Repalle. So far they have not paid the fee. As soon as the paid the fee , the total applications will be sent to the Divisional Office/Tenali for taking further action.

Findings of the Forum

1. Sri K.Sivarama Krishna of Marthota , Repalle Mandal has lodged a complaint before the Forum during the Vidyuth Adalat conducted at Repalle on 11.06.2015 requesting to arrange 21 No.s .cat III services transferred to cat V . Since they have been cultivating paddy. He has also enclosed a certificate issued by the Tahsildar , Repalle Mandal confirming the fact of cultivation of paddy in the fields.

2. The Respondent No.3 in his submission dated 05.08.2015 received in the Forum on 14.08.2015 has informed that the complaint require to register the application for change of category in the Call Centre duly paying the requisite application fees. He has also stated that inspite of informing the procedure to be followed has been elucidated to the consumers they have not yet turned up for registration.

ORDER

The complainant is advised to approach the Customer Service Centre located at Repalle and register the category change application duly paying the application fees So as to enable the Respondents to effect the category changes as per the Rules. Since the field verification has already been done by the Respondent No 2, the Respondent No 4 is directed to effect the category changes as requested by the complainant after receipt of proposals from Respondent No 3 immediately.

Accordingly 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 25th day of August 2015.

Sd/-
Member(Legal)

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.