

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

On this the 8th day of September 2015

In C.G.No: 85/ 2015-16/Vijayawada Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri P.Ramakrishna Reddy
Maddulaparva
Maddulaparva-Post Office
Reddygudem
Krishna- Dist

Complainant

AND

- | | |
|---|-------------|
| 1. Assistant Engineer/Reddygudem | Respondents |
| 2. Assistant Divisional Engineer/Vissanapet | |
| 3. Divisional Engineer/Nuzvid | |

Sri P.Ramakrishna Reddy is a resident of Maddulaparva Village & Post , Reddygudem Mandal , Krishna – Dist,here in called the complainant, In his complaint dt:29.04.2015 filed in the Forum on dt:29.04.2015 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 Maddulaparva Village & Post , Reddygudem Mandal , Krishna – Dist.
2. He is the Agricultural consumer and having Agricultural services in his name. at Maddaluparva village.

3. The land having Sc.No:1147 is gifted to his granddaughter and title transfer was effected as per the departmental procedure.
4. The Assistant line man Sri K.Kishore Babu disconnected the service even though he has paid the bill against the service .
5. The officers have also not responded properly for his grievances.So kindly do Justice.

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

The respondent-1,2 and 3 the Additional Assistant Engineer /Operation/Reddygudem&i.e. the Assistant Divisional Engineer / O/APSPDCL/Vissannapeta, the Divisional Engineer/Operation/Nuzvid in their combined written submission dt:31.07.2015, received in this office on dt:17.08.2015 stated that:

1. The Agricultural consumer of Sri Palanki Ramakrishna Reddy having 3 nos Agricultural services in his name. The Service numbers are 633,1147 and 1153 at Maddaluparva village.
2. In continuation to the above the land having Sc.No:1147 is gifted to his granddaughter and title transfer was effected as per the departmental procedure. The Sc.No.633 having no arrear and the Sc.No.1153 is still pending with Rs.1631/-.
3. As per the Defaulter list the Assistant line man Sri K.Kishore Babu disconnected the Sc.No.1153 , P.Ramakrishna Reddy which is arrears having Rs 1631/. But the consumer is stated that he had no another service with service number 1153.(He is having only 2 Agricultural services no.633 and 1147 only).
4. On enquiry it is learnt that the services were released twice in the same agricultural land by over sight with service numbers 1147 and 1153 , Maddilaparva. After the Sc.No.1147 was transferred to Smt .Korapati Sri Lakshmi . But their Asst.line man

disconnected the agl.service on 31.03.2015 considering 1147 as the Sc.No.1153 , as this land is belongs of Sri P.Ramakrishan Reddy.

5. After clear conclusion the service no.1147 was reconnected on 02.04.2015 by Sri.K.Kishore Babu , ALM, Maddulaparva . Unfortunately the Sri K.Kishore babu, Asst.line Man was died with road accident on 26.04.2015.
6. In this connection, a letter was sent to ERO, Vissanapet to cancel the service no.1153, Maddulaparva which is unnecessarily released by over sight long back.
7. Therefore it is requested to drop the case as there is no loss sustained to the consumer.

Findings of the Forum:

1. Sri P. Ramakrishna Reddy of Maddulaparva , Reddygudem has lodged a complaint before the Forum . In his complaint the complainant has informed that the field staff have disconnected his agriculture service though he has paid all the bills and he has also complained that the Respondent officers have also not responded properly for his grievance.
2. The Respondent No.1 in his submission dated 31.07.2015 received in this Forum on 17.08.2015 had informed that the said service under question has been reconnected on 02.04.2015. The Respondent has also stated that Sc.No.1153 has been released in the complainants name erroneously by oversight and same has been cancelled .
3. It is observed from the submission of the Respondent that though the complaint has requisitioned for one .Agl service , the Respondents have released one service but assigned two service numbers for the same service namely 1147 and 1153. It is astonishing to point out that how the Respondents have released two numbers services to the complainant referring only one payment details.

ORDER

Since the grievance of the complainant has been redressed by the Respondents by reconnecting the service under question on 02.04.2015, the case is disposed off with a direction to the Respondent No.3 and other officers of the licensee to enquire into the matter seriously and take remedial measures to arrest such incidents are not reoccurred.

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 08th day of September 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.