

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

**On this the 09<sup>th</sup> day of January 2018**  
**In C. G. No: 02/2016-17/ Ongole Circle**

*Present*

Sri. A. Jagadeesh Chandra Rao  
Sri. A. Sreenivasulu Reddy  
Sri. D. Subba Rao  
Sri. Dr. R. Surendra Kumar

Chairperson  
Member (Finance)  
Member (Technical)  
Independent Member

*Between*

Sri. T. Prabhuji,  
Main Road,  
D. No. 5-2,  
Swarna (P),  
Karamchedu(M),  
Prakasham Dt.

Complainant

**AND**

1. Assistant Accounts Officer/ERO/Chirala
2. Assistant Engineer/O/Karamchedu
3. Divisional Engineer/O/Chirala
4. Superintending Engineer/O/Ongole

Respondents

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**ORDER**

1. Sri T.Prabhuji S/o Laxminarayana of Swarna village, Karemchedu mandal, Prakasam-dist presented a complaint before this Forum through post and same was registered as C.G.No:02/2016-17/Ongole Circle. The complainant in his complaint has informed that he is having two domestic services bearing No's 4433411000468 & 4433411001768 in Swarna village. With a view to establish Internet centre in Sc.No:468 duly changing the category from I to II and also with proposal to get additional load of 2 KW he has contacted the local line man by name Prasad. The said lineman Prasad inspected his services and informed him that for change of category of his Sc No:468 together with the additional load works out Rs 7,000/- and additional load of 2 KW to the domestic Sc.No:1768 works out Rs 4000/-. Thereafter 4 days he has handed over Rs.11000/- (Eleven Thousand only) to the line man Prasad. Though 4 months are lapsed the additional load and category change are not effected in the bills. When he has strongly insisted the line man about the non-updation of the bills, the lineman has informed that the additional loads and change of category will be effected in ensuing months bills. The complainant expressed his apprehension whether the said lineman has remitted the

C.G.No:02/2016-17/Ongole Circle

ESPATCHED  
DATE  
18/1



amount in the account section or not. Though he has brought the entire happening to the notice of the AAE by name Samuel, he has also not responded properly. Finally he has requested to take action against the lineman who has failed to remit the amount into the account and arrange to account for the payment made by him.

2. The Respondent No.3 in his detailed written submissions has explained that he has conducted a detailed enquiry on 03.06.2016 at Karemchedu section office on the complaint and recorded the statements of the AE/O/Karemchedu, the lineman Prasad. The Respondent further submitted that on examination of the statements of the AE and lineman he has observed that there was no proper evidence that complainant has given Rs.11000 to the lineman. The allegation made by the complainant is baseless. The Respondent has also explained that the said complainant also lodged petition during 2013 and which was not proved against the former ALM/Swarna. The allegations made by the complainant were not proved with proper evidence before the CGRF and CGRF pronounced orders in CG No:101/2013-14 against the complainant .
3. A personal hearing was conducted at Ongole on 17.10.2017. The Complainant, the AAO/ Chirala that is Respondent No.1 and AE/ Karemchedu i.e Respondent No.2 were present.
4. Heard both parties. The Complainant has reiterated his arguments and prayed for Justice. He has also handed over 1 No. DVD in support of his argument.
5. The DVD submitted by the complainant has been viewed by the Members of the Forum and found that no documentary evidence has been adduced from it in support of the pleading of the complainant that he has handed over Rs.11000/- to the Lineman with a view to change the category of Sc.No:468 from Cat-I to Cat-II together with a additional load of 2 KW and additional load development charges for the SC .No:1768.
6. On critical examination of the averments made by the Respondents, it is observed that the complainant has not produced any documentary/ materialistic evidence in support of his pleading. The complainant being a Journalist is not expected to hand over huge amount to a lineman rather than to remit the amount at licensee office is not tenable. For effecting change of category and obtaining of additional load, every consumer has to invariably register his application at the Customers Service Centre or notified centre of Licensee. The consumer is liable to pay the specified charges at the CSC or notified centre duly obtaining proper receipt. But in the present case the complainant has not chosen to register his application but alleging that he has handed over Rs.11000/- to a lineman by name Prasad. The Licensee is not responsible for the transactions done by the complainant without documentary evidences or acknowledgement.

7. In view of the above discussions the Forum is of the opinion that the complaint is not maintainable as it is bereft of merits and hence liable to be dismissed.
8. In result the complaint is dismissed

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4<sup>th</sup> 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 day of 09<sup>th</sup> January 2018.

Sd/-  
Member(Finance)

Sd/-  
Member(Technical)

Sd/-  
Independent Member

Sd/-  
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.

Copy to the Nodal Officer (Chief General Manager/Operation) /CGRF / APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh, Flat No:401 ,4<sup>th</sup> Floor,Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.