

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

On this the day of 26th June 2018

In C.G.No:245/ 2016-17/Nellore 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. G. Venkataiah,
Thurpu Chennapalli (V),
Varikuntapadu (M),
Nellore -Dist

Complainant

AND

1. Assistant Engineer/O/Varikuntapadu
2. Assistant Divisional Engineer/O /Udayagiri
3. Divisional Engineer/OAtmakur

Respondents

1. The case of the complainant is that he paid Rs. 5,300/- by way of two Demand Drafts for AGL service connection and service connection was provided to him with AGL service connection No.189 but after computerization of records he was informed that service connection number was not allotted to him in the computerized records . Hence service connection number to his AGL service to be provided.
2. Respondent No.3 filed written statement stating that consumer already approached their office verified and found that DD No's. 166052 and 166054 Dt: 04.08.2007 were received by the office but there was no proof that the said DDs belongs to the complainant, when they approached the Syndicate Bank, Varikuntapadu to find out to which account the DDs were credited but bank replied that they have no such information.

C.G.No:245/2016-17/Nellore Circle

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3. Personal hearing was held on 16.05.2018 at Nellore Circle Office. Complainant filed Photostat copy of letter addressed by him to the Branch Manager Syndicate Bank, Varikuntapadu containing the endorsement of the Branch Manager. The Branch Manager certified that DD No's.166052 and 166054 for Rs.5,000/- each was paid on 17.09.2007 and DD No's.166053 and 166051 for Rs.300/- each were paid on 14.08.2007. Complainant also filed Photostat copy of security deposit payment pass book issued in the name of Complainant for service connection No.189. It shows that complainant paid Rs.700/- on 13.11.2008 and other six payments on different dates. The complainant also filed 22 Photostat copies payment receipts showing that he paid different amounts on different dates for the service connection No. 189. Complainant also filed Photostat copy of payment challan of DDs pertaining to Syndicate Bank which shows that two DDs for Rs.5,000/- each and Rs.300/- each were obtained on 04.08.2007. The endorsement of the Branch Manager on the application of the complainant shows that two DDs for Rs. 5,000/- each were paid on 17.09.2007 and two DDs for Rs.300/- each were paid on 14.08.2007 respectively.

4. The contention of the complainant that service connection was given to him with service No.189. He paid amount to the Licensee on different dates for the said service connection but later respondents represented that the service No.189 does not belongs to him. So he is requesting to provide service connection No. to his existing electricity service connection. On the other hand the contention of the respondents is that there is no record available with them to show that DD No.166052 for Rs.5,000/- was really paid by the complainant. Respondents have not given any reasonable explanation how complainant was given deposit payment pass book for service No.189. There is no need for the complainant to pay security deposit and also periodical payments to the department unless service connection was provided to him. It is not the case of the respondents that complainant is not availing electricity supply. The only presumption that can be drawn is security deposit pass book for service No.189 was given in the name of complainant without making corresponding entries in the registers maintained by the Licensee. And subsequently not incorporated in the computerized records resulting in allotting the said service connection in the name of another consumer. The contention of the respondents is that as there was no record with them to show that the above said DDs were actually taken by the complainant. So they will not provide

C.G.No:245/2016-17/Nellore Circle

service connection No. to the complainant is not tenable. Complainant cannot be penalized for the omissions and commissions committed by the employees of the Licensee. So complainant is entitled for the service connection number for his already availing AGL service connection. The point answered accordingly.

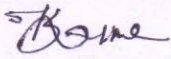
5. In result, the Respondents are directed to assign Agriculture service number and compliance reported within 30 days from the date of receipt of this order.
6. Accordingly the case is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, and 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.

This order is passed on this, the 26th day of June 2018.

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| Sd/- | Sd/- | Sd/- | Sd/ |
| Member (Finance) | Member (Technical) | Independent Member | 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 ,4th Floor,
Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.
Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills,
Lakdikapool, Hyderabad- 500 004.

C.G.No:245/2016-17/Nellore Circle