

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

**On this the day of 21<sup>st</sup> June 2018**

**In C.G. No: 329/ 2017-18/Tirupati 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*

Smt. N. Sarojamma,

C/o. N.C.S.M. Prasad,

D.No:581,

Balaji Colony,

Tirupati,

Chittoor – Dist.

Complainant

**AND**

1. Assistant Accounts Officer/O/Karvetinagaram
2. Assistant Engineer/O/Karvetinagaram
3. Assistant divisional Engineer/O/Karvetinagaram
4. Divisional engineer/O/Puttur

Respondents

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**ORDER**

1. Complainant presented a complaint stating that she has applied for domestic service connections on 23.01.2015 by paying Rs.725/- vide registration No.53433SO75402015JAN23 and receipt No:836872, dt:23.01.2015. But no service connection was provided till date, surprisingly monthly bills were sent to her even without providing connection and she paid the same every month. She presented a complaint to Spandana but no action was taken on her complaint .
2. On 04.02.2018 at 8.30 PM, Madhava Rao ADE , M.Krishnaiah AE, Yellumalai Lineman, and Balaiah entered into her house without any permission and obtained her thumb impression on blank white papers. Complainant is requesting to provide new service connection, repayment of electricity charges collected for 3 years with interest without providing electricity supply and compensation of Rs.1,00,000/- for mental agony, humiliation caused to her by the employees of the Licensee.

OK  
RESPATCHED

DATE

23/6/18



3. AAE (Respondent No.2) filed written submissions stating that the complainant obtained domestic service connection on 23.01.2015 at Padmasarasu New ST colony in Karvetinagaram village and mandal the service was released on next day i.e on 24.01.2015). Meter No: 11943133, Make: HE capacity: S ph 05-30A with initial reading 00001 duly obtaining test reports from the consumer with SC.No:5343300002514. Since service connection was released on next day which clearly establishes that there was no line involvement for release of service. Consumer was not reported to him on any previous occasion that supply was not given to her till it was raised before Spandana in January 2018. On enquiry with the complainant and her son venkatesh, they informed that the energy meter given to above service no. was kept in their custody without having connection to the electric line. Complainant and her son to provide electric supply at the location which is not having proper roof and also in the agricultural fields in Padmasarasu ST Colony which is distance 350mts from the colony. There is no LT line nearby and complainant is requesting to extend the line to that location at the cost of department. The meter was not shown. On examination of account copy the final reading is shown as 203 and the same reading was noticed upto January 2018. An amount of Rs.338/- was paid during the month of June 2015. They visited the premises of the complainant at about 5.30 PM on 04.02.2018 and enquired about the meter but the meter was not handed over to them. They only visited the house of the complainant to ascertain the true facts but allegations were made against them.
4. Divisional Engineer (Respondent No.4) also filed written submissions on similar lines.
5. Respondent No.1 filed written submission stating that service connection was released on 24.01.2015 with Sc.No:5343300002514, the first bill was issued in the month February 2015 with the FR 005 an amount of Rs.50/- and consumer has paid Rs.338/- during the month 6/2015 for the months of Feb 2015 to June 2015. The service was billed under nil consumption status from 10/2015 to 1/2018 except in the months of 7/2016 and 8/2016. Complainant was identified for H.SC NO: 5343300002514 .
6. A personal hearing was conducted on 17.04.2018 and 08.05.2018, N.Venkatesh son of complainant attended on above two occasions. Complainant filed additional submission before the Forum stating that it is impossible to measure the span of the area included in the landmark, addresses in the rural areas. It is not possible to provide information pertaining to the longitude and Latitude where they want to fix the electricity meter. Licensee has provided electricity meter with absolute knowledge in respect of location where the meter should be fixed in the land mark address specified in the application.



7. The points for determination are :

1. Whether the electricity service connection no. 5343300002514 was actually released in the address mentioned in the application?

2. Whether the consumer has actually availed the service connection and paid the electricity bills or simply paid the amount even without availing the electricity for the premises mentioned in her application for release of service connection?

Point.1 & 2: Complainant presented an application for release of LT service connection for domestic purpose for the house located in Padmasarsus ST colony , New Karvetinagaram. She paid Rs .725/- on 23.01.2015. Test reports shows that the service connection was released on 24.01.2015 with contracted load of 260 watts.

8. On hearing both the parties and admissions made by them before the Forum it came to light that service meter was handed over to the complainant without giving service connection to the premises. It appears without physically recording the reading of electricity meters for service connection 5343300002514, the consumption is recorded from time to time from March 2015 to Aug 2016 as in Total 150 units. The recording was 150 to 203 in the month of 9/2016. From October 2016 to March 2018 the reading remained at 203 and it was shown as 09 status. Consumer has paid Rs.338/- in the month June 2015 , in month of September 2016, Rs 50/- in the October 2016, Rs 220/- in February 2016, Rs.50/- each in the month of March & April 2016, Rs.500/- November 2016, Rs.56/- in January 2017, Rs 110/- in March 2017, Rs.123/- in June 2017, Rs 90/- in August 2017, Rs.60/- in Septmber 2017, Rs. 100/- in November 2017, and Rs 170/- in January 2018.

9. In the month June 2015 the consumption was 2 units, in July 2015 the consumption was 5 units, in October 2015 and in January 2016 the consumption recorded as 1 unit. So, it can be safely presumed that without physically verifying the consumption to the electricity for the service connection, a fictitious recording was made and basing on that the electricity bills was issued.

10. Complainant though having sufficient knowledge actually the service connection was not provided, simply paid the electricity charges from time to time without bringing the actual fact to the superior officers to the reasons best known to her. The only presumption drawn in this case is that electricity meter was handed over to the complainant without actually fixing in the premises of the complainant and issued the bills as if the complainant availed the electricity and the complainant simply paid those charges without raising any objections. During the personal hearing the son of the complainant



represented that they want the service connection to their hut located in the Agriculture fields which is near to Padmasarasu ST Colony new. According to the Respondents there is no proper roof and the walls to the location where the complainant wants the service connections and it is a distance of 350mts away from the colony and there is no LT line near to that location and real intention is to have service connection to the said location at the cost of the department.

11. Complainant has clearly mentioned in her application that domestic service connection was required to her house located in Padmasarasu ST colony but now she wants the same service connection at different place. If really the intention of the complaint is to have service connection to that location she has to apply for a new service connection but she cannot take advantage of the mistake committed by the employees of the Licensee in handing over the meter to her without actually erecting to the premises and insist the same service connection is shifted to the location of her choice in agriculture fields without having any structures for residence.
12. Had the periodically inspection was done by the superior officers the fact that physically service connection was not provided in this case and fictitious readings were made and a complainant is also party to this mischief to have come to light.
13. The contention of complainant the electricity charges were collected without providing service connection. So, she is entitled for service connection and compensation is not tenable. Complainant is also is a party for the entire episode. It appears that the complainant wants domestic service connection in her agriculture fields without any permanent structure for residence at free of cost and with that intentionally she simply paid electricity charges silently without raising any objections and came with a false complaint.
14. Employees of Licensee are not expected to handover the electricity meter to the consumers without actually erecting energy meter to the premises and record fictitious readings and raise electricity bills. Though the complainant is party to the mischief, this would not have happened if premises was inspected before releasing of service connection and meter was fixed to the premises.
15. In view of the above, the Forum is have the opinion that licensee is not entitled for the amounts paid by complainant without providing service connection. So, complainant is entitled for the refund of amount paid by her for release of service connection and electricity charges without interest if she deposits the electricity meter which is in her



custody within one week from the date of receipt of this order. Accordingly the complaint is disposed off .

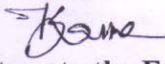
16. The Forum is of the view this type of cases will tarnish the reputation of the licensee and the employees of the licensee are not expected to resort to hand over the electricity meter without physically erecting the electricity meter to the premises for the service connection sought for . So, the Licensee is directed to initiate the departmental action against the concerned persons who are responsible for this episode in accordance with rules in vogue.

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.

This order is passed on this, the 21<sup>st</sup> day of June 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.