

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

On this the 21st day of December 2018

C.G.No:19/2018-19/Guntur 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

Abdulla Baig,
D.No:4-174,
Kopurivaripalem,
Chinkapalem,
Nizampatnam,
Guntur – Dist.

Complainant

AND

1. Assistant Engineer/O/Nagaram
2. Assistant Divisional Engineer/O/Cherukupalli
3. Divisional Engineer/O/Bapatla

Respondents

ORDER

1. The case of the complainant is that he has applied for service connection. He was given service connection vide Service Connection No. 1733123000875 under Cat - II for his chicken shop which was erected on government site. Within 10 months his shop was demolished for road widening along with other shops. Then he has handed over the meter to one Subba Rao, Lineman of Sajjavaripalem . He kept the meter for two months in a house and subsequently informed that the meter is handed over in the office, no amount will be refunded and he will give the meter to some other person and pay Rs.1,000/- to the complainant. But the proposal was not accepted. The service was disconnected on 20.10.2016. He also further alleged that when he enquired the lineman he replied that he will record that the meter was lost in the canal. The complainant is requesting for refund of his deposit amount.
2. Respondent No.3 filed written submissions admitting that service connection was released in the name of Baig Abdulla in October'15 under Cat- II with a contracted load of 1 KW. Consumer had not paid amount from 09/2016. On local enquiry it was found that shops were removed for widening works in October' 16. Consumer took away the

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meter with him. Due to non-handing over the meter the service was not treated as bill stopped in October'16. In spite of repeated requests by the lineman consumer had not paid CC charges and also not handed over the meter. The service was treated as bill stopped in October'17 and security deposit was adjusted.

3. Personal hearing was conducted at Guntur on 25.07.2018. During the personal hearing Respondent No.3 reported that the matter was returned by Ch. Subba Rao, ALM of Sajjavaripalem in the month of Apr'2018.
4. The point for determination is whether the complainant is entitled for return of security deposit?

Admitted facts in this case are that the shop in which the service connection No.173312300087 of Sajjavaripalem was provided to chicken shop of the complainant under Cat-II. The shop was removed for widening of the road in October'2016.

According to complainant he has handed over the meter to Ch. Subba Rao, lineman after his shop was demolished. On the other hand the contention of respondent is that the meter was handed over by the consumer and ultimately the service was treated as bill stopped in Oct'17 and security deposit was adjusted towards the arrears of CC bills. Respondent No. 3 also admitted before the forum that the said Ch. Subba Rao, ALM of Sajjavaripalem returned the meter in the month of Apr'2018. The complainant approached this forum on 23.03.2018 at Repalle and presented the complaint. So the meter was returned by Subba Rao in the month of April'18 i.e. after presenting of the complaint before this Forum. According to Respondent No.3 the said Ch. Subba Rao wrote a letter to Assistant Engineer stating that the shops were demolished by R & B department without notice and several meters fell in the side canal due to sudden demolition. He secured some of the meters and got them bill stopped. In that process he also got stopped service connection No. 1733123000875 as bill stopped under no meter service.

Respondents failed to give valid explanation why they waited till October'17 to treat this service connection as bill stopped when they are aware of the facts that the shops were demolished by R & B department for widening works and there is no possibility of using the service connection at that place. No steps were taken by the respondents for securing the meter from the complainant. Respondents also failed to explain how suddenly this meter has come into possession of Ch. Subba Rao, ALM in the month of April'18 that too after presenting of the complaint before this forum. Respondents cannot continue to issue bills for the service connection when they are aware that the shop for which the service connection was issued was demolished for about one year back and adjust the so called alleged bills without having service

