

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

On this the day of 19th March 2019

In C.G.No:26/ 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

Sri. N.Krishna Kumari
C/o Head Mistress,
M.P.P. School,
Ekalayanagar
Nadendla,
Guntur -Dist

Complainant

AND

1. Junior Accounts Officer/ERO/Chilakaluripet
2. Assistant Engineer/ O/Ganapavaram
3. Assistant Divisional Engineer/Operation /Chilakaluripet
4. Divisional Engineer/Operation/Guntur Rural 1

Respondents

ORDER

1. The Head master Mandal Parishad primary school, Nadendla presented a complaint before this Forum through post. The case of complainant is that she has assumed charge as Head Mistress during August 2017. A bill of Rs.21,159/- was received for September 2017 for the Sc.No:1523351000562. On her enquiry with the predecessors it came to know that since a bill for Rs.8000/- were received for the agriculture service, the bills were not paid. As could be noticed from the records it was noted that an amount of Rs.3,250/- was paid on 09.02.2009 towards release of new service connection. It seems that the new service was not released but the old meter for which arrears are outstanding was erected. She has also enclosed Photostat copy of receipt no: 664796, dt: 09.02.2009 for Rs.3,250/- out of which development charges Rs.2000/- , Security Deposit Rs.1200/- and LT application fees Rs.50/- was clearly shown. On her

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enquiry it came to know that the bills were stopped from 11/2010 and by that time arrears of Rs. 950/- was outstanding. Her request to resolve the bill was not attended by the department officers. She is not in position to pay the huge bills with the meager grant of Rs. 2000/- towards the electricity bill. Hence the complaint.

2. Respondent No. 2 in his written submission has stated that Service No: 1523351000562 was released under Cat-VII in the name of Head Master MPP School, Nadendla. The Service was stopped in the month of 11/2006 with arrears of Rs.954/-. The consumer applied for new service connection on 09.02.2009 under Cat-VII. New service connection cannot be released in the same premises has the service is having arrear and hence bills was raised from the month of 11/2006 onwards. Revision of bill proposals was sent to Respondent No.1 and an amount of Rs.632/- was withdrawn during 02/2018. Proposals for refund of Rs.3,250/- paid by the complainant towards release of Service Connection was submitted to the higher officers. Respondent No.1 has also filed written submission on the similar lines.
3. A personal hearing was conducted at Guntur Circle office 25.07.2018. The complainant and all the Respondents attend to the hearing and reiterated their versions.

Point for determination is whether the Respondents are entitled to collect the CC charges from the complainant?

On perusal of the account copy of the service connection under question it is noticed that the service was bill stopped from 11/2006 with an arrear of Rs.954/- . The service was revived from bill stop during 12/2012 and demand of Rs.8,030/- was raised from the date of bill stop. An amount of Rs.6,683/- was withdrawn during 2/2014 and an amount of Rs.632/- was withdrawn during 2/2018. The Respondents have also withdrawn an amount of Rs 3,200/- during 4/2018 towards adjustment of development charges and Security Deposit amount paid by the complainant towards new service connection on 09.02.2009. The complainant has not paid a single rupee from 4/2004 hence the accumulation of arrears.

The provision contained in clause 8.4 of GTCS is as follows:

8.4 Transfer of Service Connection.

“The seller of the property should be clear all the dues to the company before selling such property . if the seller did not clear the dues as mentioned above, the company may refuse to supply electricity to the premises though the already existing connection or refuse to give a new

connection to the preemies till all dues to the company are cleared".

Though the complainant has requisitioned for release of new service connection in the existing premises which was having arrears and bill stop, the Respondents didn't choose to release the new service connection. It is the bounden duty of the complainant to pay the bills as per the prevailing tariff approved by the Hon'ble Commission. Hence the point is answered accordingly.

However it is noticed that the complainant has cleared all the dues of Rs.25,235/- during 02/2019 and the arrears became Zero.

Since the grievance was resolved by paying amount, there is no need for further probe into the case and complaint can be disposed off as settled.

Accordingly case is disposed off.

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.

This order is passed on this, the day of 19th March 2019.

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 (Executive Director/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.

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