

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

On this the 02nd day of January 2019
C.G.No: 95/2018-19/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

N. Anki Reddy,
Veerabadrapuram,
Ardhavedu,
Prakasam –Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Cumbum
2. Assistant Engineer/O/Ardhaveedu
3. Assistant Divisional Engineer/O/Cumbum
4. Divisional Engineer/O/Markapur

Respondents

ORDER

1. Sri. N. Anki Reddy of Veerbadra puram (V) Ardhaveedu (M) Prakasham Dt. lodged a complaint before this forum through post on 17.5.2018 for crediting of the theft amount paid by him to his service No.4211628000182. The complainant in his petition has informed that, Ongole police have collected Rs.20,439/- on 22.11.2010 vide PR No. 8536 towards theft amount. But the same was not credited to his service till to date. Hence requested this forum to order the respondents to credit the amount paid by him. The complainant has also enclosed Photostat copy of PR No.8536 for Rs. 20,439/- signed by Inspector of Police Vigilance and APTS Police station, Ongole towards assessment amount from the complainant on 22.11.2010 vide Crime No. 8/10
2. The Respondents No.1 and 3 in their joint written submission to the forum have submitted that a letter was submitted to their Circle Office, Ongole for further directions on the subject. The Circle Office in turn has sent the same to the Vigilance department for arranging payment. But no reply was received from the vigilance department and requested the forum to issue further guidelines on the subject.

DESPATCHED

DATE 4/1/19

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3. Point for determination is whether the respondents are liable to credit the amount paid by the complainant towards the assessment amount?

The case of the complainant is that he has paid Rs. 20,439/- towards the assessment amount and the same was not credited to his service No. The complainant is in no way responsible for non remittance of amount by the APTS wing. It is the primary duty of the Licensee to ensure that all amounts collected from the consumers are properly accounted for. Though the forum has addressed a letter to the Chief Vigilance Officer/ APSPDCL Corporate Office/ TPT to enquire into the issue and submit a report, no report is received even after lapse of 5 months. Hence it is construed that the APTS staff have failed to remit the amount to the complainant's account. Since the complainant had paid the amount and the respondents have also confirmed it, the same is to be credited to the complainant account. Thus the point is answered accordingly.

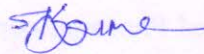
4. The forum is also of the opinion that the respondents shall withdraw the belated amount surcharge if any levied due to non-accounting of the above said amount immediately.
5. In the result the respondents are directed to credit the amount to the complainant service connection besides withdrawing the belated payment surcharge if any levied due to non - accounting of the above amount. The compliance report shall be submitted to this forum within 30 days from the date of receipt of this order.
6. Accordingly the case is disposed off in favour of the complainant.

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, 02nd day January 2019.

Sd/- Member (Finance)	Sd/- Member (Technical)	Sd/- Independent Member	Sd/- Chairperson
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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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