

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

**On this the 05<sup>th</sup> day of November 2020  
Inward .No:1867/2019-20/ Guntur Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao  
Sri. V. Venkateswarlu**

**Chairperson  
Member (Technical)**

**Between**

**Ch.Thirupathaiah,  
Retd Sanitary Supervisor,  
D.No.13-2-100,  
Ramanujakutam,  
Krishna Nagar,  
Pattabhipuram (P),  
Guntur.**

**Complainant**

**AND**

1. Assistant Executive Engineer/D1/Narasaraopet
2. Executive Engineer/O/Narasaraopet
3. Superintending Engineer/O/Guntur

**Respondents**

\*\*\*\*\*

**ORDER**

1. The case of the complainant is that he purchased a building vide D.No.3-6-32 /35A Narasaraopet from Macherla Ramesh Kumar alias Ravi & Macherla. Ashok Kumar Sons of Late Subba Rao under a registered sale deed dt : 22.01.2011 along with electrical wiring, deposits and service numbers bearing No's 1311100021737, 1311100017753, 1311100039839, 1311100040346 and 1311100040866 . There are five (5) service numbers in the house. His name is incorporated in the records of Narasaropet Municipality. During the month of August'2011 M. Ravi, M. Ashok Kumar and others encroached into his house un - lawfully. His name was entered for service No's 1311100021737,1311100017753 and 1311100039839 whereas service No's 1311100040346 and 1311100040866 are in the name of said Ramesh Kumar. In spite of requests and representations the five (5) service

Ch. Thirupathaiah

Page 1

**DESPATCHED**

DATE

9/11



numbers were not disconnected even though bill amounts are high which act shows their negligence on duties. Amount is due on service No's. 1311100040346, 1311100040866, 1311100017753 totaling to an amount of Rs.45,329/-. Service No. 1311100039839 was in the name of M. Ramesh Kumar after payment of due amount of Rs.2,327/- applied for change of service number in his name. When he searched for the same on online electricity bill payment to know the bill amount, it shows "Sorry! The service number entered is wrong, please enter the correct service No". He came to know that if consumer fails to pay owner should pay the bills, which modality fix liability on him.

In view of the above circumstances to disconnect the above 3 service No's which have high arrears of bill pending and also direct the concerned staff to verify what happened to the above service No. 1311100039839 and if any new service is existing in his house and arrears amount is high that may also be disconnected.

2. A report was called for from EE/O/Narasaropet and accordingly he submitted a report dt : 29.10.2020. According to the report the service No's 1311100040346, 1311100021737, 1311100017753 and 1311100040866 were already disconnected on the application of the complainant herein and also intimated to the complainant to pay the arrears for restoring the supply.
3. Complainant also mentioned another No.1311100039839 in his application. EE/O/Narasaraopet did not state specifically anything about the status of the above said service No.1311100039839 but on verification of "Know Your bill" through website of APSPDCL the service is in the name of Ch. Tirupathaiah and it is under disconnection.
4. When complainant was contacted by the secretary of the forum on 29.10.2020 at 1.35 P.M., he expressed his satisfaction with disconnection of service connections.

5. In as much as the grievance of the complainant is resolved no further action is necessary .

Hence the complaint is closed.

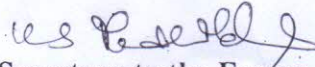
If aggrieved by this order, the Complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

This order is passed on this, the day of 5<sup>th</sup> November'2020.

Sd/-  
Member (Technical)

Sd/-  
Chairperson

**Forwarded By Order**

  
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 , 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC, 11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

