

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 09<sup>th</sup> day of November' 2020**  
**C.G.No:11472020/2020-21/ Vijayawada Circle**

**Present**

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

**Chairperson**  
**Member (Technical)**

***Between***

K.Vijaya Lakshmi,  
14-12-8,  
Tannetivari Street,  
Hanumanpet,  
Vijayawada,  
Krishna –Dist

Complainant

**AND**

1.Assistant Accounts Officer/ERO/Town-1/Guntur  
2.Assistant Executive Engineer/O/Guntur  
3.Executive Engineer/O/Guntur

Respondents

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**ORDER**

1. The case of the complainant is that she is having a house in Nallapadu, Guntur District and it is under lock and key. While she was paying electricity CC charges she was shocked to note that the service was changed to the name of another person. She presented a complaint to spandana vide complaint No.2003311911 but unfortunately that complaint was closed without resolving.
2. A report was called from Executive Engineer/Operation/Town-1/Guntur. Executive Engineer submitted a report stating that as per letter of AE/O/Lines-Guntur, the service has been changed in favour of Tummalala. Rajasekhar Reddy on 23.03.2020 as per request made vide Reg. No. 11138C002912020 MAR 21 at Mee- seva and effected automatically at

**DESPATCHED**  
**DATE** 9/2/21

Mee - seva across the table without any verification/ confirmation of any department staff or approval of any officer.

On the complaint of the complainant only it was done erroneously or with a wrong intention of applicant who made request at Mee - seva for title transfer. The title transfer applicant was not traced for verification, the proof of records in favour of the title transfer applicant. After inspection of the premises it was recommended to AAO/ERO/ Town-1/Guntur to keep in abeyance of the title transfer effected on 22.03.2020 and continuing the title in favour of the complainant Smt. Kornapati Vijaya Lakshmi, the actual owner until the proof of his ownership on the premises where the said service connection existing is produced by T. Rajasekar Reddy. Accordingly the title of said SC No.1113829003302, Vengalayapalem was changed back in favour of the original consumer and the complainant Smt. K. Vijaya Lakshmi and copy of present CC bill and changes made Consumer Master are submitted. The copy of master changes shows that the service No. 1113829003302 is again changed in the name of K. Vijaya Lakshmi on 01.09.2020.

3. When the complainant was contacted by the secretary of the forum at 4.49 P.M on 04.11.2020, she expressed her satisfaction and requested to close the case.
4. In as much as the grievance of the complainant is resolved the complaint is disposed off in favour of the complainant.


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

DESPATCHED  
DATE

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.