

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 22nd day of March' 2021
C. G. No: 31 /2020-21/Ongole Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. R.M.M. Baig
Sri. Y.Sanjay Kumar
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

B. Ramanamma,
W/o.B. Venkateswarulu,
Opp Mee seva.,
Marrichetlapalem,
Chimakurthy,
Prakasham dt.

Complainant

AND

1. Assistant Accounts Officer/ERO/Ongole Rural
2. Deputy Executive Engineer/O/ Ongole Rural-1
3. Executive Engineer/O/ Ongole

Respondents

ORDER

1. The case of the complainant is that the department issued notice for an amount of Rs.12,215/- for utilizing supply for other than the sanctioned purpose (Cat I to Cat II) to her SCNo.4344615000928. Hence requested to withdraw the same and further stated that she is utilizing supply of 240 watts only. Hence the case was registered as CG.No.31/2020-2021/Ongole Circle.
2. Respondent No.1 filed written submission stating that DE/DPE /Ongole found un-authorized use, non-sanction utilization of supply misused LT-II (B) non-domestic and commercial. Notice was issued to the consumer for misused load of 1700 watts and assessed units of 878 and issued notice to the consumer on 23.01.2018. It was included in regular CC bill in the month of July'18. DE/ Assessments/Tirupati has issued final assessment order on 30.07.2018 for an amount of Rs.12, 972/- .
3. On the other hand Respondent No. 3 has submitted the written submission on 15.02.2021 stating that the Malpractice case was registered on 21.06.2018 in

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MATs for SC NO.4344615000928 for an amount of Rs.12,215/-.On observation of the Inspection report, it is found that the meter SI.No.30918148 was not tallied with the case booked service SC NO. 4344615000928 and the meter Serial Number is related to other service SC NO.4344615000935 and on observation of Master data this service was already in Cat II which is taken for construction purpose by the prospective consumer. Malpractice case was booked to the service SCNo.4344615000928 by oversight only.

4. Personal hearing though video conferencing was conducted on 15.2.2021. Complainant absent, Respondent No.3 present and heard.
5. Point for determination is whether the provisional assessment order issued against the service No.4344615000928 is sustainable?

This Forum advised all the field officers repeatedly to file joint/common written statement by all the officers arrayed as Respondents to the complainant to avoid contradictory versions. If contradictory versions are filed, it will be very difficult for the forum to come to right conclusion. Guidelines were also issued to that effect by the licensee but unfortunately it is rarely complied with.

According to written submissions of Respondent. No. 3, the case was registered by oversight as meter serial No. is not tallied with case booked service number and that number relates to another service No.434461500935 and as per the master data the service is already in Cat-II.

The inspecting officers must be careful and thoroughly check on all the aspects before registering a case. When the case was registered, the field officers will generally without verifying the facts, issue Provisional Assessment Order which contains a clause of threat of disconnection of service in case consumer fails to pay 50% of the assessed amount within seven (7) days and thereafter only he is permitted to make a representation in respect of his objections on the provisional assessment order. Consumer will be left without any option for payment of 50% of assessed amount though he had not committed any malpractice at all and the case is registered without verifying the

