

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 2nd day of June' 2021
C.G.No:85/2020-21/ Tirupati Circle

Present

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

Chairperson
Member (Technical)
Independent Member

Between

P. Chokkalingam,
Tirumalarajupuram,
Palasamudram,
Chittoor Dt.

Complainant

AND

Respondents

1. Assistant Accounts Officer/ERO/Chittoor Town
2. Dy. Executive Engineer/O/Chittoor CCO
3. Executive Engineer/O/Chittoor Town

ORDER

1. The case of the complainant is that he had applied for AGL service in the name of his grandmother Panchalamma on 28.03.2011 and ASC No. assigned as 51F1317000451. During 2019 complainant applied for name transfer after death of his grandmother duly producing death certificate in mee-seva and department also changed AGL service to his name. Recently the department changed the service in the name of some other person. Hence he has filed this complaint questioning as to why department changed the name without intimation to him.

DESPATCHED

DATE

3/6

2. Respondent No. 3 filed written submission stating that land in Sy. No. 117/2 of Tirumalarajupuram Village was in the name of Late Smt. Panchalamma Grandmother of the complainant Sri. P. Chokkalingam. The service connection was released on 28.12.2011. Smt. Panchalamma has executed a gift deed of this land to her third daughter Smt. Muniyamma Pazhani, W/o. Pazhani on 17.02.2009. Complainant Sri. P. Chokkalingam presented death certificate of his grandmother and name transferred the service in 2019 without notice of AE/O/Palagamudram. Meanwhile in the process of DBT scheme, the ERO authorities has verified the service connection and pattadar pass book. It is noticed that the Sy. No belongs to Smt. Muniyamma Pazhani as in pass book. So name transfer has been done from P. Chokkalingam to Smt. Muniyamma Pazhani. When the consumer approached the AE /O/Palagamudram after this name transfer he was informed by AE to submit necessary proof of documents in his name. Complainant has not yet submitted the same for name transfer of the service into his name.
3. Personal hearing through video conferencing was conducted on 19.04.2021. Complainant was absent. Respondent No.3 was present and represented that complainant got transfer the service in 2019 without notice of Assistant Engineer/Operation/ Palagamudram. While processing DBT scheme, ERO authorities have verified the service connection and pattadar pass book and found that land belongs to Smt. Muniyamma Pazhani. So the name transfer was done to Muniyamma. Pazhani. Complainant approached the concerned Assistant Engineer after name transfer and AE was informed to submit necessary proof of documents, but he has not submitted the same.
4. Complainant was contacted through phone on 10.05.2021 at 11.25 A.M by the secretary of the Forum, complainant was informed about the contents of written statement of respondent No.3, then complainant stated that he has also obtained Pattadar pass book. So the version of both parties taken into

consideration there is a dispute of title between complainant and one Muniyamma . Pazhani in respect of the land where service number is located.

5. The point for determination is whether the Forum is competent to entertain complaint for transfer of name of service number when there are rival claims?

Complainant also not filed any document before this forum to substantiate his claim over the land, the service which was originally released in the name of Panchamma. This forum is not competent to decide the title disputes between the parties. According to respondents, complainant got transferred the service through mee-seva without knowledge of concerned AE and he has not submitted any documents to claim the service which is in the name of his grandmother. The remedy for the complainant is elsewhere and not before this forum. Point answered accordingly.

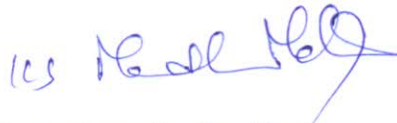
6. In view of the above reasons the complaint is dismissed.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order



Secretary to the Forum

This order is passed on this, the day of 2nd June'2021

If aggrieved by this order, the Complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, 3rd 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.

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Chief General Manager/(O&M)/ CGRF/ APSPDCL/ Tirupati.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3rd 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, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.