

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this 30th day of September' 2021
C.G. No.15/2021-22/Anantapur 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

P.Mareppa,
1-134,
Near Rama Temple,
Kurabavandlapalli,
Penukonda(M),
Anantapur Dt.

Complainant

AND

1. Assistant Accounts officer/O/Penukonda
2. Deputy Executive Engineer/O/Penukonda
3. Executive Engineer/O/Hindupur

Respondents

ORDER

1. The case of the complainant is that he had applied for AGL service connection in the year 2014 and paid the requisite amount and was given service No.7334116000463 and he is paying CC bills regularly, but from 2020 onwards he is not receiving CC bills. When he enquired junior lineman, he in turn informed that there is no service connection in his name. Though he repeatedly approached at Penukonda office, his grievance was not resolved. Hence presented the complaint.

DESPATCHED

DATE

30/9

2. Executive Engineer/O/Hindupur submitted written submission stating that Pedda Mareppa (Complainant herein) registered LT application and paid the amounts on 16.01.2014. Estimate was created against WBS No.A-0144-07-03-33-01-0009 and service number declared with SC No. 7334116000463 of Kurabavandlapalli.

Boya Ramachandra registered LT application and paid the amounts for release of AGL service connection on 30.07.2012. The estimate was created against WBS No.A-0144-07-03-33-01-0037 and service was declared as SC. No. 7334116000463 vide CSC Application information in SAP.

Same service number was declared for both the above said individuals.

The service was released in favor of Boya Ramachandra on 27.08.2014. Name transfers were made in between these two persons on different dates through mee-seva. Both parties are using supply. The data was submitted to IT wing of Corporate Office for releasing of service in favor of Pedda. Mareppa of Kurabavandapalli (Complainant herein) and in turn the service number was assigned as 7334116000796.

The payments made by different parties in different periods will be taken into consideration and revised bills served. Notice was also issued to the complainant to produce copy of payment receipts paid against No. 7334116000463 to credit the amounts paid by him to the service number allotted to him vide SC.No.7334116000796.

3. Respondent No. 1 also filed written submission separately with the same contents.

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4. Personal hearing through video conference was conducted on 21.09.2021. Mr. P. Maruti informed that complainant is his junior paternal uncle and he is representing the complainant. Respondent present. Heard both sides.
5. The point for determination is whether respondents can be directed to re assign service No.7334116000463 to the complainant?

Complainant initially presented the complaint that even though service No. 7334116000463 was allotted to him and he paid CC charges but he has not received CC bills from 2020 onwards and on enquiry, lineman stated that no service is existed in his name. Hence he was constrained to file the complaint.

Respondents in their written statement stated that Boya Ramachandra of Kurabavandla palli was also allotted with same service Number. Name transfers were made between the above said persons on different dates through mee-seva. Hence the same was intimated to IT wing of Corporate Office and another service No.7334116000796 was assigned to the complainant.

Mr. P. Maruthi in the personal hearing represented that complainant was paying CC charges regularly for service No. 7334116000463 and without intimation and notice, the same service number was also allotted to another person and the same service number may be re assigned to the AGL service connection of the complainant. They also roamed around the office and spent huge amount, hence they are not willing to have the newly assigned number 7334116000796 and insisted that SC.No.7334116000463 may be re-assigned to him.

According to the Respondents name transfer of the service numbers were made through mee-seva on different dates. After the issue came for consideration,

they intimated to IT wing of corporate office and they have assigned new number 7334116000796 in favor of the complainant. Admittedly same service number was allotted to complainant and another person. So new AGL service number should be assigned to any of both the above said consumers to rectify the mistake. IT wing of corporate office after receipt of information about the mistake assigned new number to the complainant. No loss will be caused to the complainant if new AGL service is assigned to him. If the old service number has to be re-assigned to the complainant again entries have to be passed in all the registers and also has to re-assign service number to Boya. Ramachandra. No useful purpose will be served by re-assigning the service numbers to both parties. Re-assigning one service number to one consumer is sufficient to rectify the mistake. This Forum could not pass orders without issuing notice to the affected party Boya. Ramachandra for re-assigning service number to him. Complainant has no legal right to insist upon that the same service number should be continued to him.

Respondents also stated that if complainant submits copy of receipts paid by him against service No. 7334116000463, they are ready to credit that amount to the newly assigned service number. So there will be no financial loss to the complainant.

In view of the above reasons, this forum is of the opinion that there are no grounds to direct the respondents and IT wing of corporate office to re-assign the number allotted to the complainant. The point answered accordingly.

Complainant is advised to submit copies of the receipts of payments against the AGL Service connection No.7334116000463 and on such production, respondents are directed to adjust the said amount towards newly assigned number i.e. 7334116000796 and submit compliance report within 15 days from the date of adjustment.

6. Accordingly the complaint is disposed off.

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

Forwarded By Order



Secretary to the Forum

This order is passed on this, the day of 30th September'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)/ Operation)/ CGRF/ APSPDCL/ Tiruati.

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.