

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

On this the 14th day of September' 2021

C.G.No.36/2021-22/ Nellore Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Chairperson

Sri. K. R. S.Dharmagnani

Member (Finance)

Sri. Dr. R. Surendra Kumar

Independent Member

Between

Complainant

Dr.Kaliki Srivasudha,
D/o. K. Jayachandra Reddy,
1-2-234/13/372-38
Aravind Nagar,
Hyderabad.

And

- | | |
|--------------------------------------|-------------|
| 1. Executive Engineer/O/Gudur | Respondents |
| 2. Superintendent Engineer/O/Nellore | |
| 3. Chief General Manager/O/Tirupati | |

ORDER

1. K. Jayachandra Reddy filed this complaint on behalf of his daughter Dr. Kaliki Srivasudha . According to the complainant, his daughter is having about 20 Acres of land at Chennur Bit -1, Thippavarappadu (V) Gudur (M), SPSR Nellore District, A.P. She is also having AGL service connection No.3111514000429. The service was transferred in the name of his daughter in 2004 after the death of his mother Kaliki. Thulasamma in the year 2003. While so, in the Ist week of April' 2021 when he was looking through APSPDCL website, he observed that her daughter's name was replaced with Kaliki. Geetha for the said service connection.

He applied for information in respect of the said change under RTI Act, 2005 and he was supplied certain information with regard to the said change of name. As per the above said information, Kaliki Geetha W/o. Srinivasulu Reddy resident of Chennur Bit-1, Thippavarappadu(V), Gudur Mandal SPSR Nellore District had an extent of Ac.5.03 cents of land at Kandali (V) Gudur (M), SPSR Nellore Dt. and she was using two motors without authentic service connections. She said to have sold entire land under multiple sales. A certificate from VRO, Chennur Bit-1, Thippavarappadu stating that Smt. Kaliki Geetha has a total Ac.5.03 Cents in Sy.Nos 136/6A1, 135/2A , 136/A1 and 136/11 of Chennur Bit-1 Thippavarappadu (V) and she got the same by succession and availing power from AGL SC No.3111514000429 and there is no objection to change the name. Geetha while selling her land in Sy.Nos.135/2A and 136/1 got mentioned in the sale deed that she purchased the property from M. Jayaramaiah and it is her self-acquired property whereas in the certificate issued by VRO, it was mentioned that the said land had got by way of succession. The Sy. No's mentioned in the certificate are not appearing in the revenue record of Chennur Bit -1 Tippavarappadu (V) and the copy of pass book relied by VRO actually belongs to Kandali (V) . So it clearly shows that Kaliki Geetha had no land in Chennur Bit-1, Thippavarappadu(V). Name was changed without notice to his daughter. Hence inquiry may be conducted and reverse the same and punish the

guilty and also letter may be addressed to the revenue department to punish the said VRO.

2. Since complainant stated that name change was made for the AGL service connection No.3111514000429 in the name of another, this forum entertained a doubt whether the complaint is maintainable before the forum, a report was called from EE/O/Gudur.
3. EE/O/Gudur filed report stating that in the process of DBT scheme enumeration their field staff collected Aadhar , Pattadar pass book and ownership declaration certificate issued by VRO (in case of change of land/service holder) from the present Agricultural service utilizers. During this process Smt. K. Geetha applied and submitted the above details including land/service ownership declaration certificate obtained from concerned VRO for applicability of DBT scheme benefits to the AGL service No. 3111514000429 at Tippavarappadu (V). Basing on the details submitted by the applicant service No.3111514000429 was transferred from Kaliki. Srivasudha to K. Geetha on 23.01.2021 and the same details are also uploaded in DBT scheme. The above title transfer was executed for the purpose of DBT scheme. If the complainant has any objections on this title transfer, he is requested to submit Aadhar and Pattadar pass book of Smt. Kaliki Srivasudha along with VRO declaration form for rectification of above title transfer.
4. Notice was issued to the complainant to attend personal hearing through video conferencing on 26.08.2021. He sent a mail stating that he is a

cancer patient requiring regular blood transfusion and could not be able to participate in personal hearing through video conferencing and the matter may be disposed of on merits basing on the material available on record.

5. Heard EE/O/Gudur.
6. The case is registered as C.G.No.36/2021-22. Since this case can be disposed off basing on the available material, orders are passed.
7. The point for determination is that whether this forum can pass orders for change of name for service connection No.3111514000429 in the name of Kaliki Srivasudha D/o. Complainant without hearing Kaliki. Geetha ?

According to EE/O/Gudur during the enumeration process of DBT scheme, the department is collecting details of Aadhar, Pattadar passbook and ownership declaration certificate issued by VRO. (In case of change of land/service holder). During that process, Smt. Kaliki Geetha submitted details including land /service declaration certificate obtained from concerned VRO for the AGL service No.3111514000429 at Thippavarappadu (village distribution).

According to the complainant name change for the said service number had taken place without proper verification and without notice to his daughter Kaliki. Srivasudha.

Field officers ought to have collected copies of the title deeds and other required documents while effecting name transfer for the services and if necessary they ought to have obtained legal opinion. In this case

EE/O/Gudur represented that if complainant had any objection of this transfer of service, he is requested to furnish Aadhar, Pattadar passbook of Smt. Kaliki Srivasudha along with VRO declaration for rectification of the title transfer.

So, it clearly shows that complainant without filing an application to the field officers about his objection for change of name directly filed the complaint before this forum. Had he filed objection before the concerned field officers, they would have certainly made inquiry and could have rectified the defect. Complainant without approaching the field officers straight away filed complaint.

Complainant though sent a mail questioning the transfer but he did not chose to furnish the copy of Aadhar Card, Pattadar pass book and declaration certificate from concerned VRO. He also did not state what is his objection for furnishing these documents? It is represented by EE/O/Gudur that it is mandatory for the consumers to furnish copies of Aadhar Card, Pattadar pass book for entering the names of owner of AGL service connections under DBT scheme .Whenever the government introduce any scheme the licensee has to implement the same. Consumers are also expected to cooperate with the licensee and furnish the required information, so that the scheme can be effectively implemented. When the field officers are collecting copies of Aadhar Card and Pattadar pass book from all the

AGL consumers to include their names in DBT scheme, complainant should cooperate and furnish the required documents

This Forum could not order for change of name for the service Number.3111514000429 presently in the name of Kaliki Geetha to Kaliki. Srivasudha basing on the averments of the complainant only. Principles of Natural Justice requires that notice has to be issued to the affected party before passing any order. This Forum is not competent to issue notice to Kaliki Geetha. No executable orders could be passed by this Forum without hearing Kaliki Geetha.

EE/O/Gudur also stated in his report that he is ready to inquire in respect of the change of name if complainant produces the required documents. So this Forum is of the opinion that directions can be issued to EE/O/Gudur in this case to conduct inquiry in view of the objections raised by the complainant for change of name for service Number.3111514000429. The point answered accordingly.

EE/O/Gudur is hereby directed to issue notice to Kaliki Geetha informing about the objections raised by the complainant for change of name for the service connection No.3111514000429 and to submit her objections if any, conduct field inquiry, hear both sides, obtain legal opinion if necessary and thereafter pass appropriate orders in accordance with the procedure within one month from the date of receipt of this order.

Complainant is advised to submit copies of Pattadar pass book and Aadhar card to EE/O/Gudur as early as possible so that he can conduct inquiry to pass appropriate orders for change of name for service Connection No.3111514000429 in DBT scheme.


8. Accordingly the complaint is disposed off.

Sd/-
Member (Finance)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 14th 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.