

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

On this the 27th day of May' 2022
C.G.No.84 /2021-22/Tirupati Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao	Chairperson
Sri. Y. Sanjay Kumar	Member (Technical)
Sri. K. Ramamohan Rao	Member (Finance)
Sri. Dr. R. Surendra Kumar	Independent Member

Between

Smt.D.Neelamma	Complainant
W/o. D. Muni Reddy,	
4-89,	
Kayam ST Colony,	
Guttakindaillu,	
Vadamalapet (M)	
Chittoor Dt.	

AND

1. Asst. Accounts Officer/ERO/Puttur	Respondents
2. Deputy Executive Engineer/O/Puttur	
3. Executive Engineer/O/Puttur	

ORDER

1. The Complainant filed a complaint before this forum stating that the department issuing bills to her Agricultural service SC.No.5324205000423 with wrong Survey Number of 37/4 instead of Survey Number. 88/7. Hence requested to change the Survey Number in the records.
2. The case was registered as C.G.No.84/2021-2022/Tirupati circle and sent to Respondents for written submissions.
3. The EE/O/Puttur submitted written submission on 25.4.2022 stating that, the ASC service number SC No.5324205000423 existing at survey number 37/4 since releasing of service i.e., from 1.11.1996. There are no changes in APSPDCL

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records till to date and same survey number is being displayed in CC bill. The complainant of the said service was mistakenly approached the Forum and further stated that instructions were issued to AEE/O/Vadamalapeta for confirmation location of survey number SF.No.37/4 of the SC No.5324205000423 from the Mandal Revenue authority of Vadamalapeta Mandal.

4. The complainant again submitted a representation on 17.5.2022 stating that Village Revenue officer had issued a certificate which reveals that she is having Ac.3.07 Cents at Kayam revenue division in Survey Number 88/7. On the basis of VRO certificate issued on 24.03.2022 requested to change the SF.No. 88/7 from SF.No.37/4.
5. Personal hearing through Jio meet was conducted on 18.5.2022 @ 11.00A.M. Complainant's son Mr.D.Rudraparamatma Reddy and EE/O/Puttur present. Heard both sides.
6. The point for determination is whether the Forum is entitled to change the existing Survey Number of 37/4 to SF.No.88/7 for ASC No.5324205000423?

As per the Respondents and ledger for the Agricultural service number SC No.5324205000423 is in the SF.No 37/4 from the date of release of supply i.e., from 1.11.1996.

During personal hearing the EE/O/Puttur informed that the existing survey number is in the records since the date of release of service and not changed by any departmental personnel. After the death of original consumer the service was transferred to Smt. Neelamma and at that time this issue was not raised. There is a dispute between the complainant and others.

Complainant is requesting to change the survey number for the location of Agriculture service released in the year 1996 to another survey number in the year 2022 i.e., after 26 years. Respondent categorically stated that the same survey number is continuing in the records from the date of release of service and they have not changed it. Complainant did not state to whom the SF No. 37/4 belongs

To
The Complainant

The Respondents

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.