

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this 30th day of December' 2021
Inward No.3038 dt : 23.10.2021/2021-22/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

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| V. Kalavathi Rajulakandriga (V), Putturu (M), Chittoor Dt. | Complainant |
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ORDER

1. The grievance of the complainant is that one Mrs.V. Yasodamma W/o. Hari Babu applied for domestic service connection along with letter of Village Revenue Officer to the effect that the domestic supply service is to be provided for the house constructed in Sy.No.158/2A of Tirumalakuppam Panchayat. But the applicant in the application form for new service connection mentioned the address of the premises as "4-35, Rajulakandriga Village Tirumalakuppam Panchayat Puttur (M)" and AE/O/Puttur Rurals approved the application and released the service No.5324410001712. But the said house is owned by the complainant herein. The test report did not mention the Door Number of the house constructed in Agricultural land. So it clearly proves that applicant

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in Sy. No.158/2A to residential plot and obtained domestic connection in collusion with electricity department by fraud. In the monthly bill also the address of applicant was mentioned as stated above. She has presented an application to spandana, but the same was not resolved.

2. Since the complainant is questioning about the address for the domestic service released in the name of another, this forum entertained a doubt in respect of maintainability of the complaint before the forum and posted the matter for personal hearing and report was also called for from EE/O/Puttur.
3. EE/O/Puttur presented a report stating that Smt. V. Yasodamma W/o. HariBabu applied for new service connection through mee-seva on 11.01.2021 for release of domestic service connection at location in Sy. No.158/2A of Rajulakandriga (V) Tirumalakuppam in Puttur (Mandal) with proper documents. The certificate of village revenue officer was also enclosed to the effect that there is no objection to release new electricity connection. The service connection was released on 14.01.2021.

Executive Engineer further stated that due to typographical error at mee-seva, the present residential address of the applicant door number on CC bill has been displayed as "4-35" instead of "158/2A". The same was rectified. Dy.EE/O/Puttur enquired the complainant herein personally and

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V. Yasodamma(in whose favor service connection was released) and villagers of Rajulakandriga (V) on 17.11.2021 and found that the complaint raised by the complainant was purely due to personal rivalry.

4. Personal hearing was conducted through Video Conferencing on 08.12.2021. Husband of the complainant was not able to connect, hence heard through phone. Husband of the Complainant reiterated the same version that was mentioned in the complaint.

Dy. EE/O/Puttur reported that the address mentioned in the Aadhar card was carried out at mee-seva and the same was reflected in the CC bill, but on receipt of the complaint from complainant herein the same was rectified and the rectified address will be mentioned in the next CC bill.

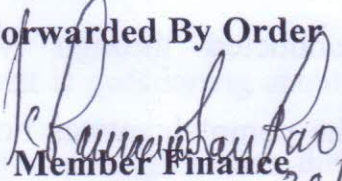
5. Subsequently AE represented that mistake was rectified and presently the address of the new service is shown as Sy.No.158/2A Rajulakandriga, Puttur Rurals.

Since respondents rectified the address mentioned for the location of Service Number. 5324410001712 and same is reflected in the CC bill of 07.12.2021 and as the complaint is only for mentioning the address of the service connection as house No.4-35 Rajulakandriga (V) Tirumalakuppam Panchayat instead of mentioning Sy. No. 158/2A Rajulakandriga and as the same was rectified, no further orders need to be passed in this case as the grievance of the complainant is resolved.

6. Accordingly the complaint is disposed off.

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

Forwarded By Order


Member Finance

30/12/2021

This order is passed on this, the day of 30th December'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/ 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.