

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

**On this the 17<sup>th</sup> day of November ' 2022**  
**Inward No.11008/2022-23/Tirupati Circle**

*Present*

*Sri. K. Ramamohan Rao*

*Chairperson(I/c) &  
Member(Finance)*

*Sri. S.L. Anjani Kumar*

*Member (Technical)*

*Smt. G. Eswaramma*

*Independent Member*

*Mr.V.Ramakumar*

*Complainant*

*S/o.Madanambedu (V) & (P),  
Sathyavedu (M),  
Tirupati  
Chittoor Dt.*

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**ORDER**

1. The complainant Smt.S.Subbamma filed a complaint stating that the Agricultural service bearing No. SCNo.5331319000063 is in the name of her husband Mr.V.Rama Kumar. The name was changed in the name of Mr.S. Dasarathudu by the department. Hence requested the forum to restore the service in the name of her husband Mr.V.Ramakumar instead of Mr.S.Dasarathudu, requested to enquire the matter and to take action against the department personnel.
2. The relief claimed by the Complainant is for change of service SC.No. 5331319000063 from S. Dasarathudu to her husband i.e. V. Ramakumar. Hence, Complaint is posted for hearing on its maintainability and called a report from EE/O/Puttur.
3. The EE/O/Puttur has submitted the report stating that the complainant Smt.S.Subbamma has registered a complaint at CGRF stating that they are having Agricultural service vide SCNo. 5331319000063. The service was in the name of her husband Sri V.Ramakumar, S/o.V. Munaswamy at Madanambedu Village in Satyavedu Mandal, Tirupati District of Operation

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Section Satyavedu, but the name of the service was changed to Mr. S.Dasarathudu by the department.

In this connection the EE/O/Puttur has stated the following points for consideration:

- 1) The said Agriculture service number 5331319000063 was released on 04-07-1983 in the name of Sri Dasarathudu. The service was in his name upto 12-01-2021.
- 2) The service was given under 100 KVA DTR. Due to overload the supply was diverted to 1 No.25 KVA DTR by erecting 1 No.25 KVA DTR under improvement works. The said land was completely surrounded by eucalyptus trees as they were cultivating eucalyptus plantation. Due to heavy rains in 2016, the said line was damaged and fallen. From then onwards, the line was not restored because of presence of eucalyptus trees.
- 3) One application was registered vide Reg.No.53313C000632021JAN11 for title transfer from Sri Dasarathudu to Sri V.Ramakumar through mee-seva. The same was effected on 12-01-2021 and the name was updated as programmed by company (the title transfers updated automatically on registering in mee-seva). But, on verification of the application and the documents, the complainant Sri V.Rama kumar was informed that the documents were not sufficient and the title transfer cannot be done. The same was recommended to ERO and the title was changed to original owner Sri Dasarathudu on 21-01-2021. But, the complainant approached the then Deputy Executive Engineer Late.C. Sudarsanam and with political influence name was changed to V.Rama kumar on 31-03-2021.
- 4) The complainant Sri V.Ramakumar has cut down all eucalyptus trees during April-22 in his land and decided to go for another crop ( i.e. sesame) during March-22 and complained through NEWS PAPER that his service has not been given supply and the crop is getting dried vide "KARSHAKUDI KANNITI KASHTALU" on 14-03-2022. The said location was inspected by the Deputy Executive Engineer/O/Nagalapuram and EE/O/Puttur and supply was restored by stringing 250 mts LT AB-

Cable over existing poles vide WBS No.T-0421-05-03-11-03-008 and replacing the failed 25 KVA DTR with healthy DTR on 25-04-2022.

- 5) On 26-04-2022 1 No. title transfer application was registered vide 53313C001102022APR26 by Sri Dasarathudu in the name of Sri Ramadasharadaiah claiming the ownership and informing that the title was changed without his notice. The name was changed to Sri S.Dasarathudu once again on 05-05-2022.
- 6) The complainant Sri V.Rama kumar has been called for enquiry on 13-07-2022 by getting all the relevant documents as he complained through spandana vide TPT202207112114 on 11-07-2022.
- 7) The title transfer documents produced by Sri V.Rama kumar dt: 21.02.1997 was verified by the Deputy Executive Engineer/OSD /Nagalapuram and Assistant Engineer/O/Satyavedu and found that bit was created by him with malicious intention by taking the agriculture service under his name un-lawfully. The signature was also found forged.13 digit service number was written in the document with date 21-02-97 which proves that the documents is fake as the 13 digit unique service numbers were introduced only from the year 2014.
- 8) Taking into consideration of all the above facts, the complainant Sri.V. Rama kumar is not entitled to claim the service to be changed in his name. Further more he is liable for punishment as he produced falsified documents with forged signature. He made falsified allegations against the Department staff and officers.

Hence the EE/O/Puttur requested to take action against the complainant accordingly.

4. The point for determination is whether the complainant is entitled to file a complaint for change of the service number. 5331319000063 which is in the name of S. Dasarathudu?

According to the complainant the department changed the name in the said Agricultural service from her husband Mr. V.Rama kumar to Mr.Dasarathudu.

On the other hand the contention of the Respondents is that Mr. V.Rama kumar has produced falsified documents with forged signature and with political influence Mr. V.Ramakumar changed the name of the said service to his name on 31-03-2021 and further stated that, after thorough verification of the records and documents produced by both parties, it is clarified that Mr. V.Rama kumar made false allegations against the Department staff and officers. While verifying the "**Master changes**" record pertaining to the service SC No. 5331319000063 it is observed that the said service was in the name of **S.Dhasaradhadu** upto 12.1.2021. On 13.1.2021 the name of the consumer was changed by the department to V.Rama Kumar. Again 2<sup>nd</sup> time the name of the consumer was changed from **S.Dhasaradhadu** to **V.Rama Kumar**. On 5.5.2022 the name of the consumer was again changed from **V.Rama Kumar** to **Sriram Dasaradaiah**.

As per the respondents, title transfer application was registered vide Reg.No.53313C001102022APR26 by Sri Dasarathudu in the name of Sri Ramadasharadaiah claiming the ownership and informing that the title was changed without his notice and further stated that, after final verification of the documents available on hand, the respondents changed the consumer name for the said service with Sri S.Dasarathudu once again on 05-05-2022. But the present consumer name was transferred by the respondents in the **consumer master** as **Sriram Dasharadaiah**.

On the other hand while verifying the Aadhar card pertaining to S.Dasarathudu, it is observed that the name of the person is **Sriram Dasharadaiah** and aadhar card number is **553512322514**.

But, in the **consumer master** the department erroneously furnished the aadhar number of the present consumer **Sriram Dasharadaiah** as **217302458389**.

After verifying the **consumer master** this forum observed that the department made several mistakes in entering the data like consumer name, aadhar card number etc., in the **consumer master** and also observed that the department furnished name of the present consumer wrongly in the written submissions.

As seen from the above, there is a negligence on the part of field officers and ERO's, such type of mistakes should be avoided in future.

This forum is constituted under Regulation 3 of 2016 issued by Hon'ble APERC.

Complainant is defined under Clause 2.4 of Regulation 3 of 2016 which is as follows:

***Complainant means and includes the following who have a grievance as defined in the Regulation:***

- a) *A consumer as defined under Clause (15) of Section 2 of the Act;*
- b) *An applicant for a new electricity connection;*
- c) *Any registered consumer association;*
- d) *Any unregistered association or group of consumers, where the consumers have common or similar interests; and*
- e) *An occupier of a premise to which electricity is or has been supplied by a Licensee;*
- f) *In the case of death of a consumer, his/her legal heir(s) or representative(s).*

***Consumer is defined under Section 2 (15) of Electricity Act which is as follows:-***

***"Consumer" means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;***

Complainant in this case, is not a consumer as defined under Section 2(15) of the Act, for the service number.5331319000063. So also complainant in this case does not fall under the definition of complainant as defined in Clause. 2.4 of Regulation 3 of 2016. So complainant is not entitled to file complaint before this forum for the service number which is in the name of S.Dasarathudu.

Complainant is requesting this forum to remove the said service in the name of another person and transfer it to her husband's name. Natural justice requires that the affected party is to be heard before passing any orders against him. This forum is constituted only for

