

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
OF NORTHERN POWER DISTRIBUTION COMPANY OF A.P.
LIMITED: WARANGAL.**

02nd Day of July, 2011.

Present : Sri. T. Sadarlal : Chairperson
Sri. G. Raveendranath : Member (Accounts)
Sri. K. Ramesh : Member (Legal)
Sri. A. Sudharshan Reddy : Co - Opted (Member)

C.G. No. 314/2011 of Warangal Circle

Between

Smt. Azeezunissa Begum
W/o. Late Md. Qutubuddin
S.C. Nos. 2264-08808 & 2264-08809, Cat-I,
R/o. H. No. 2-1-829,
Laskher Singaram,
Hanamkonda,
Warangal-Dist.

Complainant

AND

1. Assistant Engineer/Distribution/Naimnagar.
2. Assistant Divisional Engineer/Distribution/Town/Hanamkonda.
3. Assistant Accounts Officer/ERO/Town/Hanamkonda.
4. Divisional Engineer/Operation/Warangal.

Respondents

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Smt. Azeezunissa Begum, W/o. Late Md. Qutubuddin, Laskher Singaram, Hanamkonda, Warangal-Dist., hereinafter called as the complainant in her complaint dated. 07.05.11 received and registered on 09.05.11, under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, stated the following :-

- i. The complainant has submitted stating that she has already submitted all her documents in connection with name change proposals at Consumer Service Centre/Hanamkonda furnishing 'A' form Registration Number at Consumer Service Centre and date indicating as follows :-

Contd.2

- i. Registration No. 4056, Dated. 02.1110, Receipt No. 076093 of S.C. No. 2264-08808, Cat-I of H. No. 2-1-829 at Laskher Singaram, Hanamkonda.
 - ii. Registration No. 4058, Dated. 02.1110, Receipt No. 076096 of S.C. No. 2264-08809, Cat-I of H. No. 2-1-829 at Laskher Singaram, Hanamkonda.
- ii. Further she has submitted that the application is missing at ERO / Town/Hanamkonda, but they are not taken any action to change the name is not effected so far.
 - iii. Hence she has lodged a complaint in the Forum requesting to consider her application and effect the name change proposal immediately.

2. As a sequel to the above complaint, Assistant Engineer/Distribution/Naimnagar, Assistant Divisional Engineer/Distribution/Town/Hanamkonda, Assistant Accounts Officer/ERO/Town/Hanamkonda and Divisional Engineer/Operation/Warangal, were directed to file their written submissions vide notice dated. 13.05.2011.

I. The Assistant Accounts Officer/ERO/Town/Hanamkonda, in his filings received on 19-05-2011, stated the following :-

- i. That the name change proposal are received from Assistant Divisional Engineer/Distribution/Hanamkonda is effected in the consumer ledger as follows :-
 - i. S.C. No. 2264-08809, Cat-I, from Sri. A. Chandra Mouli to Smt. Azzezunissa Begum, with connected load 260 Watts to 1.00 Watts.
 - ii. S.C. No. 2264-08808, Cat-I, from Sri. A. Chandra Mouli to Smt. Azzezunissa Begum, with connected load 0.260 Watts.

Based on the above report furnished by the Assistant Accounts Officer/ERO/Town/Hanamkonda, he was directed by the Forum vide Letter dated. 27.05.11 for submission of information on actual date of name change effected to the above two number services.

In response to the above information called for, the Assistant Accounts Officer/ERO/Hanamkonda has submitted information stating as follows vide his Lr. No. AAO/ERO/T/HNK/AO/BS-I/D. No. 1750/11/Dt. 07.06.11.

- i. The S.C. No. 2264-08808 and 2264-08809 have been received on 11.11.10, due to heavy floating of consumers they were misplaced by oversight.
- ii. However the copies are obtained from Assistant Divisional Engineer/Distribution/Hanamkonda and the names of above services were changed on 05.05.11. The delay is caused due to over load of consumers floating. But not any other reason please.
- iii. Submitted for favour of information and they can assured that it will not happen in the future please. The inconvenience caused to the consumer is exonerated please.

Further the report from the Assistant Divisional Engineer/Distribution/Town/Hanamkonda was called for by the Forum duly enclosing the Assistant Accounts Officer/ERO/Town/Hanamkonda report for submission of information for not effecting the name change proposals well-in-time as per the Citizen Charter vide Letter dated. 18.06.11. But no report was submitted to the Forum by the Assistant Divisional Engineer/Distribution/Town/Hanamkonda even after lapse of 15 days.

3. **Analysis of the Case :-**

The contention of the complainant is that she has registered her 'A' form at Consumer Service Centre, Hanamkonda, duly enclosing all related documents for name change of her service connections bearing numbers (1) 2264-08808, Cat-I (2) 2264-00809, Cat-I, belonging to her H. No. 2-1-829, at Laskher Singaram, Hanamkonda, during the Year 2010. Though she has fulfilled all the formalities as per the departmental procedure the service connections bearing numbers indicated above are not name change effected as per the Citizen Charter well-in-time. Hence she has lodged a petition requesting to consider her application and effect the name change immediately.

The Assistant Accounts Officer/ERO/Town/Hanamkonda has simply submitted a report stating that :-

- a. S.C. No. 2264-08809, Cat-I, from Sri. A. Chandra Mouli to Smt. Azzezunissa Begum, with connected load 260 Watts to 1.00 Watts.
- b. S.C. No. 2264-08808, Cat-I, from Sri. A. Chandra Mouli to Smt. Azzezunissa Begum, with connected load 0.260 Watts.

In pursuance to the letter dated. 27.05.11 further report submitted by the Assistant Accounts Officer/ERO/Town/Hanamkonda vide his letter dated. 07.06.11 stating that though the proposals in connection with name change received against the S.C. Nos. 2264-08809 & 2264-08808 on 11.11.10 due to heavy floating of consumers they were misplaced by oversight. However the copies are obtained from Assistant Divisional Engineer/Distribution/Hanamkonda and the names of the above services were changed on 05.05.11 the delay is caused due to overload of consumers floating. But not any other reasons please.

From the above it can be observed that the name change proposals are not effected well-in-time as per the Citizen Charter within the prescribed time i.e., within seven days from the date of registration of 'A' form by the consumer at Consumer Service Centre/Hanamkonda at the both ends i.e., Assistant Divisional Engineer/Distribution/Hanamkonda and concerned Assistant Accounts Officer/ERO/Hanamkonda due to which consumer has lodged a petition in the Forum.

As per the report submitted by the Assistant Accounts Officer/ ERO/ Town / Hanamkonda wherein he has stated that the delay in effecting name change was occurred due to heavy floating of consumers, the said proposals were misplaced by oversight is not excusable and it cannot be shown as a cause for avoiding the compensation to the consumer for the delay took place and deviated the Citizen Charter for which the consumer is eligible for awarding the compensation as per the Standards of Performance.

Further the respondents are directed to follow the Citizen Charter and redress the grievances of consumers mentioned therein according to the time prescribed otherwise the consumers are eligible for payment of compensation duly recovering the same from the persons whoever may be responsible for the delay took place and are liable for taking departmental action as per the rules in vogue and instructions issued by the licensee in connection with awarding the compensation to the consumers.

4. **ORDER :-**

The respondents are directed to award an amount of Rs. 500/- against each S.C. Nos. 2264-08809 & 2264-08808, as compensation to the complainant and credit the same to her future bills for the units consumed by her. The compensation awarded to the complainant may be recovered from the concerned whoever may be the responsible for deviating the Citizen Charter in this case.

Further the respondents are directed to act according to the Citizen charter in connection with redressal of consumer grievances whenever they approach to them on various aspects, otherwise the consumers are eligible for payment of compensation as per the Standards of Performance for the delay if any took place on the grievances of the consumers on various aspects as mentioned in the Citizen Charter.

These orders shall be implemented immediately and report compliance into the matter to the Forum within 15 days from the date of receipt of this order.

6. **Reasons for Delay :-**

There is a delay of about 9 days in deciding the petition. The reasons for delay are :-

- i. Non-receipt of reports from respondents.
- ii. Insufficient information filed by the complainants.

6. If the complainant is aggrieved by the order of the forum he may represent to Vidyut Ombudsman, APERC, Singareni Bhavan, IVth Floor, Red Hills, Hyderabad-500 004, within (30) days of receipt of this order as specified in clause (9) of Regulation 1 of 2004 of A.P. Electricity Regulatory Commission of A.P.

Signed on 02nd day of July, 2011.

Sd/-	Sd/-	Sd/-	Sd/-
K. RAMESH	G. RAVEENDRANATH	A. SUDHARSHAN REDDY	T. SADARLAL
MEMBER (LEGAL)	MEMBER (ACCOUNTS)	CO – OPTED (MEMBER)	CHAIRPERSON

Endt. No./C.P./C.G.R.F/NPDCL/WGL/C.G. No. 314/2011-1 Dt. 02.07.2011.

Copy to :-

The Superintending Engineer/Operation/NPDCL/Warangal.

The General Manager (IT)/Corporate Office/NPDCL/Warangal.

(He is requested to place the order in the Company's Website).

Sri. Dr. A. Sudharshan Reddy, President, Centre for Environmental Studies,
H. No. 2-2-421, Kishanpura, Hanamkonda, Warangal-Dist.

//FORWARDED BY ORDER //

Member (Legal)
Consumer Grievances Redressal Forum.