

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

**This the 9<sup>th</sup> day of August 2012**

**C.G.No:122/2012-13/Vijayawada Circle**

*Present*

*Sri K. Paul*  
*Sri A.Venugopal*  
*Sri T.Rajeswara Rao*  
*Sri K. Rajendra Reddy*

*Chairperson*  
*Member (Accounts)*  
*Member (Legal)*  
*Member (Consumer Affairs)*

*Between*

Sri Dara Narayana Rao  
S/o Bazaru  
Janardhanavaram (Village & Post)  
Chartai mandal  
Krishna-Dist

Complainant

*And*

1. Assistant Engineer/Operation/Chatrai
2. Assistant Divisional Engineer/Operation/Vissannapeta
3. Divisional Engineer/Operation/Rurals/Vijayawada
4. Superintending Engineer/Operation/Vijayawada

Respondents

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Sri Dara Narayana Rao, S/o Bazaru resident of Janardhanavaram (Village & Post), Chartai mandal, Krishna-Dist herein called the complainant, in his complaint dt:18-6-2012 filed in the Forum on dt:18-6-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is having agl land in RS No: 593/4 of Chartai Village & Mandal in Krishna-Dist.
2. He dug a borewell in the above said field and apply for new agl service connection for the above bore well and paid an amount of Rs 5000/- through DD against sanction number 168/10-11 dt: 9-6-2009, but the

materials were not given for his service and he is afraid of electrical accidents probable for the wire laid very nearer to the ground level.

3. Requested for early laying of lines.

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Vissannapeta in his written submission dt:26-6-2012 received in this office on dt:06-7-2012 stated that:**

1. Sri Dara Narayana Rao, S/o Bazaar has applied for new agl. service connection on 29-5-2010 vide NC No. 57/29-5-2010 in Chatrai (village).
2. The necessary estimate was sanction accorded vide ADR.77/10-11 dt:9-6-2010.
3. As per the sanction the consumer has paid is 5000/- DDNo.931052 dt:1-6-2010 PCB No. 16265 dt:31-10-2010 and the consumer name was kept in agricultural priority list of Chatrai (mandal) vide priority No:518.
4. The agricultural service work will be taken up as and when his turn comes in the priority.

**Findings of the Forum:**

1. The grievance of the complainant is that though he paid for new agl service on 9-6-2009 his service is not provided with standard wires and is afraid of possible accidents to men or cattle.
2. In accordance with Guaranteed Standards of Performance, normally new services under low tension are to be released with in 30 days from the date of the application and payment of necessary charges excepting in the case of agl. services which can be released only based upon the priority list and the quota fixed by the Government from time to time.

3. Here in this case though the complainant mentioned that his application was registered on 9-6-2009 with number 168/10-11 as seen from the evidence it is understood that the amount of Rs 5000/- paid through DD dated:10-6-2010 and an amount of Rs 600/- was paid on 11-6-2010 towards SD.charges.
4. As such the contention of the complainant that he paid the amount on 9-6-2009 is not correct and accepted, but it can be only after 10-6-2010.
5. As could be seen from the sketch submitted by the respondent-2 i.e. the ADE/Opn/Vissannapeta, the complainants bore well is about 100 mts away from the already existing service number 201 stood in the name of Bejawada Chinna Venkateswara Rao which indicates that there is requirement of laying 100 mts LT line for release of service in the name of the complainant.
6. As could be seen from the copy of the estimate sanctioned for the purpose the extension of supply involves erection of two numbers 200 KG/ 8 mts poles and 100 mts of AB cable rated with 3 X (16 + 25) square MM.
7. The complainant stated that there are chances of occurring electrical accidents due to low lying wires which indicates that the consumer is already utilizing supply for his service for which he applied for, the only thing is the erection of necessary lines for extending supply to the complainant's service according to the standards.
8. The respondents reported that the complainant applied for new agl service on 29-5-2010 and was registered under NC number 57/29-5-2010 in Chatrai village and the necessary estimate was sanctioned under ADR

77/10-11 dt: 9-6-2010 based on which the consumer paid Rs 5000/- through DDNo: 931052 dt: 1-6-2010.

9. But the DD was booked on 31-10-2010 vide PCB No: 16265 after a delay of 5 months.
10. The applicant's name was kept in the priority list of Chatrai mandal and the priority number was 518.
11. The respondent is liable to explain the reasons for booking the DD on 31-10-2010 while the estimate was sanctioned on 9-6-2010 and the DD was dated 10-6-2010 .
12. The respondents shall consider the date of payment as 11-6-2010 the date on which the complainant paid the security deposit and refix the name of the complainant in the priority list treating that the payment was made on 11-6-2010 itself instead of on 31-10-2010 the date on which the DD was booked through PCB.
13. The delay in executing the work for release of the complainant's service with erection of standards lines is caused due to delay in booking of the DD after a delay of 144 days ( from 9-6-2010 to 31-10-2010 ) for which the respondents are liable to compensate the complainant @ Rs 50/- for each day and the total amount works out to Rs 7200/-.

In view of the above, the Forum passed the following order.

**ORDER**

The respondents are directed to

1. remit the amount of Rs 7200/- to the complainant's service/services within 15 days from the date of this order.

2. Erect the lines to the complainants service as per the sanctioned estimate strictly as per the priority duly refixing the name of the complainant in the priority list treating the date of payment as 11-6-2010.
3. Report compliance on the items 1 and 2 above of the order with in 21 days from the date of this order.

The complainant is advised to report the matter to the Forum in case of non compliance by the respondents to the items 1 and 2 of the order above.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 9<sup>th</sup> day of August 2012.

Sd/-	Sd/-	Sd/-	Sd/-
<b>Member (Legal)</b>	<b>Member (C.A)</b>	<b>Member (Accounts)</b>	<b>Chairperson</b>

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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