

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

This the 28th day of July 2012

C.G.No:13/2012-13/Guntur 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

Smt M.Sree Devi
W/o M.Srinivasa Rao
Auto Nagar, Sattenapalli Town & Post
Sattenapalli Mandal
Guntur-Dist

Complainant

And

1. Assistant I Engineer/Operation/Town/Sattenapalli
2. Assistant Divisional Engineer/Operation/Sattenapalli
3. Divisional Engineer/Operation/Narasaraopeta
3. Superintending Engineer/Operation/Guntur

Respondents

Smt M.Sree Devi, W/o M.Srinivasa Rao resident of Auto Nagar, Sattenapalli Town & Post, Sattenapalli Mandal, Guntur-Dist herein called the complainant, in her complaint dt:11-4-2012 filed in the Forum on dt:11-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. She is a prospective consumer and applied for electrical service connection for the purpose of manufacturing of cement bricks and for a load of 6KW with the title Mahankalamma Varla Company at Autonagar of Sattenapalli Town.

2. The department of Industries addressed the DE/OPn/Narasaraopeta about 4 months back for the permission to utilize the above said loads.
3. Accordingly the DE/Opn/Narasaraopet about 3 months back permitted for utilization of 6 KW load and sent the application to the AE/Opn/sattenapalli Town.
4. She paid an amount of Rs 3000/- through DDNo.715866 on 23-1-2012 obtain from SBI in the name of AAO/ERO/APSPDCL/Sattenapalli and an other DD for Rs 16850/- with DDNo: 715867 obtained in the name of DEE/Opn/APSPDCL/Narasaraopet and DDNo. 715868 for Rs 9000/- also in the name of DEE/OPn/APSPDCL/Narasaraopeta and handed over the same to the AE/Opn/Sattenapalli on 23-1-2012.
5. Subsequently within two or three days, she approached the AE/Opn/Sattenapalli who inturn replied that the application was sent to ADE/Opn/Sattenapalli.
6. But the work was delayed abnormally and finally the work order was given on 6-3-2012.
7. She again met the AE/Opn/Sattenapalli and requested for the service release, but the AE/replied that he had to draw the pole, meter and wire and it may take about further 10 days for the job.
8. She procured about 7 lakhs on interest basis and has to pay interest about Rs 10,000 every month.
9. They can be relieved of their financial crisis if the service is released early

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

The respondents 1 and 2 i.e. the Assistant Engineer/Operation/Town/Sattenapalli and Assistant Divisional Engineer/Operation/Sattenapalli, in their separate written submissions dt:13-7-2012 received in this office on dt:18-7-2012 stated that:

1. It is true that Smt. Mogilipalepu Sridevi, W/o Sri Srinivasa Rao of Sattenapalli town section complained before honourable Forum and requested to release the new service of 6HP industrial service.
2. One number new service with service no. 19720, category-III with contracted load of 6HP in the name of M/s Mahamkamma Inds prop. M.Sridevi (W/o. Srinivasa Rao) was released on dt: 14-4-2012.

Findings of the Forum:

1. The grievance of the complainant is about delay in release of new service in her favour though paid the required amounts.
2. The respondent while accepting the contents of the complainant reported that the service was released on 14-4-2012 and the service number assigned was 19720 under LT category-III with a contracted load of 6HP.
3. The application was made and the required amounts were paid by the complainant on 23-1-2012 and the work order was released on 6-3-2012.
4. The release of service involves the works of erection of 3 numbers 8 Mts 200KG poles and 204mts of 34 square mm AAA conductor and fixing of one number 3 phase 10 - 40 Amps electronic meter with PP

box and the materials were drawn on the same day of work order 6-3-2012.

5. As per the Guaranteed Standards of Performance any new services to be released under LT, shall be released within 30 days of receipt of the prescribed charges failing which the complainant is to be compensated @ Rs 50/- for each day of default/delay.
6. But here in this case the payments were made on 23-1-2012 where as the service was released on 14-4-2012 i.e. with a delay of 51 days duly allowing the standard period of 30 days.
7. The compensation payable in accordance with Guaranteed Standards of Performance for the above delay is Rs 50 x 51 days = Rs 2550/-.
8. The respondents are liable to remit the amount of compensation above to the complainant service/services.

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

ORDER

The respondents are directed to

1. Remit the amount of Rs 2,600/- to the complainant's service/services within 15 days from the date of this order.
2. Report compliance on the item-1 above of the order within 21 days from the date of this order.

The complainant is advised to report the matter to the Forum in case of non compliance to the item-1 of the order above to proceed further.

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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 28th day of July 2012.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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Forwarded by Orders

Secretary to the Forum

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