

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

This the 12th day of November 2012

C.G.No:144/2012-13/ Tirupati 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. N.Chenna Reddy
C/o N.Chenga Reddy
Jangalapalli Village., Varathur Post,
C/o Chota Saheb., G.D.Nellore Mandal,
Chittoor-Dist

Complainants

And

1. Assistant Engineer/Operation/Avalakonda
2. Assistant Divisional Engineer/Operation/Rurals-II/Chittoor
3. Divisional Engineer/Operation/Chittoor

Respondents

Sri. N.Chenna Reddy, C/o N.Chenga Reddy residents of Jangalapalli Village.,
Varathur Post, G.D.Nellore Mandal, Chittoor-Dist herein called the complainant, in his
complaint dt:22-8-2012 filed in the Forum on dt:22-8-2012 under clause 5 (7) of APERC
regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He had applied for their new agl. service connection at Jangalapalli Village of
Avalakonda Section in G.D.Nellore Mandal in Chittoor-Dist.
2. He paid the necessary charges for a load of 13HP on 29-03-2012 for the
above said service.
3. The estimate was sanctioned by the DE/Opn/Chittoor on 09-09-2011, but the
sanctioned copy and the demand copy was not intimated to him for arranging

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payment and was kept with the departmental officials only and hence the release of the agl. service is delayed resulting in loss of about Rs 3,00,000/- .

4. Requested for compensation from the government to his above loss on account of the inaction of the departmental officials.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Avalakonda in his written submissions dt:30-08-2012 and 11/2012 received in this office on dt:04-09-2012 and 09-11-2012 stated that

1. The consumer paid the necessary deposits for the said agl service on 30-03-2012.
2. The materials for agl services (like DTR, Conductor, cable) are allotted by higher authorities on priority basis.
3. A 16KVA DTR was erected and the service was released to the complainant on 02-10-2012.

Findings of the Forum:

1. The grievance of the complainant is that though the necessary estimate for release of agl. service in his favour was sanctioned on 09-09-2011 itself. He could not pay the necessary charges immediately for lack of intimation from the department and finally he paid the amount on 29-03-2012 i.e. after about 6 months and requested for compensation of loss to a tune of 3 lakhs for the above lapses besides early release of his service.
2. In accordance with the Guaranteed Standards of Performance any service other than agricultural under LT shall be released within 30 days from the date of application, but in the case of agl. services the release is based on the

priority list prepared on the basis of date of application and the quota fixed by the Govt. of AP for that financial year.

3. Here in this case thought the said estimate was sanctioned on 09-09-2011 and the intimation letter intended to the prospective consumer was also dated :09-09-2011 the complainant was not in receipt of the demand notice and finally he paid the amount on 30-03-2012 i.e. after a period of 6 months from the sanction.
4. The complainant claims that he was not intimated by the respondents about the amounts that he has to pay to the department towards the release of agl. service in his favour.
5. The respondents finally released the service on 02-10-2012 i.e. after the making of complaint by the complainant in the Forum on 22-08-2012 i.e. within 40 days of the complaint.
6. The respondents should have taken the date of registration of LT application for preparing the priority list and the release of said agl. service.
7. The responsibility lies with the respondents to produce any evidence in support of their argument that they have intimated the matter to the prospective consumer, herein the complainant failing which the Forum shall believe in the contentions of the complainant and it amounts to intentional delay in release of agl. service favouring the complainant and are liable to compensate the complainant in accordance with the Guaranteed Standards of performance.
8. The complainant stated that he sustained a loss to a tune of Rs 3,00,000/- because of the said delay in release of the service.

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9. The complainant expressed that he may have to approach the Government for compensation in case the respondents fail to respond in the matter immediately.
10. But the respondents initiative and released the service in-favour of the complainant on 02-10-2012 i.e. within 40 days of the complaint.
11. The complainant is informed that the Forum cannot decide the said claim of Rs 3,00,000/- as it is not in the perview of the Forum.

the above, the Forum passed the following order.

ORDER

The complainant is informed that the said matter of claiming Rs 3,00,000/- from the government is not in the perview of the Forum to decide.

Accordingly the case is partially 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 12th day of November 2012.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

Sd/-
Member (Accounts)

Sd/-
Chairperson

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.

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