

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

This the 30th day of June 2012

C.G.No:16/2012-13/ 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 Thati Reddy Bhaskar Reddy
C/o T.Nagri Reddy
Mangunta Village & Post
SR.Puram Mandal
Chittoor-Dist

Complainant

And

1. Assistant Engineer/Operation/ /Karvetinagaram
2. Assistant Divisional Engineer/Operation/Karvetinagaram
3. Divisional Engineer/Operation/Puttur

Respondents

Sri Thati Reddy Bhaskar reddy, C/o T.Nagri Reddy resident of Mangunta Village & Post SR.Puram Mandal Chittoor-Dist herein called the complainant, in his complaint dt:17-4-2012 filed in the Forum on dt:17-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He applied for one agl service having 8.0 HP contracted load at Mangunta Village of SRR. Puram Mandal in Chittoor-Dist.
2. He paid the required amounts through DD in 2009 on 11-5-2009, but the service is not released so far.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/ Karvetinagaram in his written submission dt:24-4-2012 received in this office on dt:28-4-2012 stated that:

1. The agl service in the name of the complainant Sri T.Bhaskara Reddy, S/o Nagireddy for a load of 8.0 HP was released on 22-4-2012 and the service number assigned is 5343115000520 of Mangunta distribution.

Findings of the Forum:

1. The grievance of the complainant is that though he paid for new agl service on 11-5-2009, the service was not released even on the date of complaint i.e. 17-4-2012.
2. In accordance with the Guarantee Standards of Performance the new service shall be released within 30 days from the date of application on receipt of payments for all the services other than agl in case of which the services will be released based on the priority list and the quota fixed by the government and the share of the mandal.
3. But here in this case the application and the payments were made on 11-5-2009.
4. The respondents reported that the service was released on 22-4-2012 i.e. within one week from the date of the complaint.
5. But it is not understood why the respondents did not act upon the application even pending for a period of about 3 years.
6. The delay in release of the service is 1045 days duly allowing the period of 30 days as per standards.

7. The respondents are liable to compensate the complainant for the delay of 1045 days caused in release of the service in the name of the complainant @ Rs 50/- for each day of default.
8. The total amount of compensation is Rs 50/- X 1045 days = Rs 52,250/-

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

ORDER

The respondents are directed to

1. Remit the amount of compensation of Rs 52,250/- to the complainants 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.

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 30th day of June 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.