

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

**This the 2<sup>nd</sup> day of November 2012**

**C.G.No:171/2012-13/Ongole 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 B.Chenna Venkata Subbaiah & Others  
Chinthlapalem Village & Post,  
Besthavaripeta Mandal,  
Prakasam-Dist-523333

Complainant

*And*

1. Assistant Engineer/Operation/Besthavaripeta
2. Assistant Divisional Engineer/Operation/Cumbum
3. Divisional Engineer/Operation/Markapur
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri B.Chenna Venkata Subbaiah & Others Resident of Chinthlapalem Village & Post, Besthavaripeta Mandal, Prakasam-Dist-523333 herein called the complainants, in their complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They have applied for new agricultural service connections and paid the required amount through DDs.
2. The poles were erected, but the wire is not fixed.
3. The transformer and the related materials are also not provided.
4. Requested for early erection and release of their services.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Besthavaripeta in his written submission dt:08-10-2012 received in this office on dt:25-10-2012 stated that:**

1. The estimate was sanctioned vide sanction number : A-0050-03-02-11-0027 for newly registered agl, bores on dt:04-05-2012 and the consumer paid required deposits on dt:12-06-2012.
2. The services will be released as per the priority duly providing the distribution transformer and lines.
3. The target for the year 2012-13 was not declared, policy matter.

**Findings of the Forum:**

1. The grievance of the complainant is that the release of agl. services for which they have applied is delayed with partial execution of the related works.
2. The respondents reported that the complainants paid the deposits on 12-06-2012 and the services will be released as per the priority duly providing the distribution transformer and lines.
3. Since the quota for the financial year 2012-13 was not declared and the complainant paid the amounts during this financial year, the services will be released on priority and it is a policy matter.
4. The respondents reported that the services can be released as per priority for 2012-13 where as the complainants reported that the poles were already erected.
5. It is not understood how the poles were erected when there is no provision for release of the services in favour of the complainants.
6. In accordance with the Guaranteed Standards of Performance and the electricity supply code, new agricultural services shall be released depending upon the priority list prepared based on the date of application instead of the date of payment as felt by the respondents.

7. As such the respondents shall revise their priority list purely based on the date of application instead of the date of payment of development charges and other charges and release the services in favour of the complainants accordingly.

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

**ORDER**

1. The respondents are directed that they shall revise the agricultural priority list according to the date of registration of the LT applications and release the services accordingly.
2. They are directed that they shall submit a list of the revised priority list covering the complainants and others of the mandal by 15-11-2012 to the Forum besides displaying the same on the notice board of the section office.

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 2<sup>nd</sup> day of November 2012.

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