

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

This the 17th day of October 2012

C.G.No:25/2012-13/Kadapa 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.Ramanjaneyulu,
S/o Venkata Subbaiah
DNo:5/55.,
C.Kandulavaripalli Village,
Thummachetlapalli Post
Chitvel (Mandal)
Kadapa-Dist-516104

Complainant

And

1. Assistant Engineer/Operation/Chitvel
2. Assistant Divisional Engineer/Operation/Kodur
3. Divisional Engineer/Operation/Rajampeta

Respondents

Sri B.Ramanjaneyulu, S/o Venkata Subbaiah resident of DNo:5/55.,
C.Kandulavaripalli Village, Thummachetlapalli Post, Chitvel Mandal, Kadapa-Dist-516104
herein called the complainant, in his complaint dt:24-4-2012 filed in the Forum on dt:24-4-
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 had applied for new agriculture service and paid the necessary charges of
Rs.61,310/- on 20-12-2011, but the service is not released so far.
2. Requested for early release of the service.

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

The respondent-1 i.e. Assistant Engineer/Operation/Chitvel in his written submission dt:08-5-2012 received in this office on dt:14-08-2012 stated that:

1. The Agriculture. Quota was given to the consumer of agriculture services, those who have paid development charges prior to 31-3-2011 only.
2. But the said consumer has paid necessary deposits on 20-12-2011.
3. Hence after releasing necessary quota, the agriculture service will be released to the said consumer.

Findings of the Forum:

1. The grievance of the complainant is about delay in release of new agl service for which he applied and paid Rs.61,310/- which includes Security Deposit, Development charges and the service line charges on 20-12-2011 and requested for early release of it.
2. In accordance with schedule-I of Guaranteed Standards of Performance and item 4.1 (i) Release of new service under LT shall be done within 30 days from the date of the application and payment of the necessary charges normally for other than agl. services, in case of which the services will be release based on the priority list and the quota fixed by the government for the year.
3. Here in this case the complainant applied and paid for agl service on 20-12-2011 but the date of application was 30-08-2011 for a load of 10 HP as per the respondent's report. The prospective consumer did not produce any proof to that effect.
4. The respondents reported that the release of service in respect of complainant will be done after receipt of quota as he paid the amount on 27-7-2011.
5. But as could be seen from the list of the services released for agriculture purpose in the Chitvel Mandal wherein the complainant also applied for, certain services were found released much earlier even without collecting the necessary charges

and the collections were at later dates which appears odd and violation of the code.

6. The respondents could not explain any reason for the above said disorder.
7. The respondents shall take date of registration of LT application for fixing up the priority instead of taking the date of payment in accordance with the schedule-1 of Guaranteed Standards of Performance and revise the priority list and release the service of the complainant accordingly.

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

ORDER

The respondents are directed that they shall revise the priority list according to the date of application of the prospective agricultural consumers and release the service of the complainant accordingly.

The complainant is advised that he may report the matter in case the respondents fail to release the service on par with those registered their applications later to her.

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 17th day of October 2012.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Legal)	Member (C.A)	Member (Accounts)	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.