

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

This the 23rd day of February 2012

C.G.No:265/2012-13/Vijayawada Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Vacant

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri G.Ravikiran
C/o Ramachandra rao
Kodur Village & Post,
A.Konduru Mandal
Krishna-Dist

Complainant

And

1. Assistant Engineer/Operation/Town/Kambhampadu
2. Assistant Divisional Engineer/Operation/Tiruvuru
3. Divisional Engineer/Operation/Nuziveedu

Respondents

Sri G.Ravikiran, C/o Ramachandra rao Resident of Kodur Village & Post, A.Konduru Mandal Krishna-Dist herein called the complainant, in his complaint dt:12-12-2012 filed in the Forum on dt:12-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. An application for new agl. service was registered in the name of B.Radhamma on 16-07-2012 by paying an amount of Rs.25/- towards LT application fee.
2. But the said service is not released so far.

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

The respondents-1 to 3 i.e. the Assistant Engineer/Operation/ Town/ Kambhampadu, the Assistant Divisional Engineer/ Operation/ Tiruvuru and

Divisional Engineer/Operation/Nuziveedu in their combined written submission dt:04-02-2013 received in this office on dt:08-02-2013 stated that:

1. The AE/Opn/Kambhampadu inspected the fields and found that there was no bore-well digged in the applicants fields and hence the application was deleted duly informing to the applicant by the AE on 20-12-2012 in his letter No: 366.

Findings of the Forum:

1. The grievance of the complainant is that an application was registered in the name of B.Radhamma on 16-07-2012 for new agl. service connection by paying an amount of Rs.25/- vide PRNo: 022308, but the service is not released so far and requested for its early release.
2. The respondent-1 i.e. the AE/Opn/Kambhampadu inspected the fields of the complainant and found that there is no bore-well dug in the applicants field and hence his application was deleted duly intimating the same to the applicant on 20-12-2012.
3. The contention of the complainant that the release of the service for agl. purpose is pending without having any bore-well dug in the fields where the service connection was sought is not at all correct and the action of the respondents in this matter is quite in order.
4. It is not mentioned by the respondents that whether the complainant enclosed any certificate issued by the VRO or some other revenue authorities indicating the presence of bore-well dug in the said fields at the time of applying on 16-07-2012.
5. In case any such false certificate is issued by the local revenue authorities, the matter may be taken to the notice of his higher authorities for initiating suitable action against such erring employee.

6. The complainant may apply afresh duly digging a bore-well and producing a certificate obtain from the respective VRO to that effect such that the respondents are enabled to process his application.

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

ORDER

The complainant is warned that

1. He shall not repeat any such deceptive actions in future and shall be careful while framing allegations against the department personnel.
2. He may apply afresh for the said agl. service by paying the necessary application fees and producing the documents required such that the respondents process his application and release the service duly collecting the deposits and charges deemed fit.

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 23rd day of February 2013.

Sd/-
Member (Legal)

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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