

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

On this the 23rd day of February 2013

C.G.No: 273/ 2012-13/ Guntur Circle

Present

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

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

Between

Sri. Kambala Venkatadri
C/o Veeraiah,
Madipadu Village & Post,
Atchempeta Mandal,
Guntur-Dist-522410.

Complainant

And

1. Assistant Engineer/Operation/SPDCL/Atchempeta
2. Assistant Divisional Engineer/Operation/Sattenapalli
3. Divisional Engineer/Operation/Narasaraopeta

Respondents

Sri. Kambala Venkatadri, C/o Veeraiah, resident of Madipadu Village & Post, Atchempeta Mandal, Guntur-Dist-522410. herein called the complainant, in his complaint dt:13-12-2012 filed in the Forum on dt:13-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is owning an agriculture dry land of an extent of 5.88 acres under SF No.123/4, at Madipadu village of Atchampeta mandal in Guntur district.
2. He got drilled a bore-well in the above said fields on 01-04-2012 and fixed a motor also.

3. There is a transformer available on the west bank of his above land and the Line man, namely Adinarayana was contacted in this regard.
4. The service is not released so far, due to which, his crops are getting dried up and he sustained heavy loss.
5. Requested for early release of the service.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Sattenapalli in his written submission dated 11-02-2013 received in this Forum on 14-02-2013 stated that

1. Sri.Kambala Venkatadri, S/o Veeraiah has applied for new connection to his new bore well for the purpose of Agriculture at Madipadu village of Atchampeta Mandal.
2. An estimate was sanctioned by the Divisional Engineer/ Operatuion/ Narsaraopeta for extension of supply to agriculture load of 5 HP for an amount of Rs.29,080/- on 22-12-2012 and the same was informed to the applicant to pay the Development charges and Security deposit.
3. The amounts of Rs.5000/- towards development charges and Rs.300/- towards Security deposit were received by the Additional Assistant Engineer/Operation/Atchampeta on 28-12-2012.
4. The service will be released as per the priority list for agl. services in Atchampeta section whenever his turn comes duly laying the LT lines as per the estimate.

Findings of the Forum:

1. The grievance of the complainant is that , though he applied for new agriculture service on 01-04-2012, the service is not released so far as on

the date of the complaint ie; 12-12-2012, because of which his crops are getting dried up and requested for early release of service.

2. The respondent-2, ie the ADE/Operation/Sattenapalli in his reply stated that an estimate was sanctioned for an amount of Rs.29,080/- by the DE/Operation/ Narsaraopeta on 22-12-2012, ie the 11th day of the complaint in the Forum and on intimation, the complainant paid the Development charges and the Security deposit on 28-12-2012 , ie within a week of the sanction which indicates that the applicant is prompt eagerly waiting for the sanction.
3. It could be noticed that the sanction of estimate for the complainant's service was delayed by more than 8 months. Had the estimate sanctioned immediately, the service would have been released by May 2012 itself. The said sanction was initiated only after the interference of the Forum and the respondents have to compensate the complainant by paying an amount @ Rs.50/- per day for the total days of delay.
4. Since there is fault with the respondents in sanctioning the estimate, the respondents shall have to revise the priority list on application date criteria and release the service to the complainant earlier to the applicant registered his application next to him.
5. The total number of days by which the service release shall be calculated from the date of application to its date of release duly allowing 60 days of time in accordance with the Guaranteed Standards of Performance, if the service is to be released duly erecting a transformer.

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

ORDER

The respondents are directed that they shall

1. Release the service to the complainant duly rectifying the priority list based on the date of application and by the date on which the applicant next to the complainant was released.
2. Remit an amount equivalent to the multiplication of number of days counted from the date of the release of service in favour of the complainant's successor in revised priority list and to the date of service release favouring the complainant with Rs.50/-.
3. Report compliance to the Forum on the items 1 and 2 above of the order within 7 days of complying with.

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.