

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

**This the 15<sup>th</sup> day of February 2013**

**C.G.No:280/2012-13/ Tirupati Circle**

***Present***

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

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

***Between***

Sri. K.Munikrishna  
Ramakrishnapuram Village,  
B.Agraharam Post,  
Penumuru Mandal  
Chittoor-Dist

Complainants

***And***

1. Assistant Engineer/Operation/Penumuru
2. Assistant Divisional Engineer/Operation/Rurals-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor
4. Superintending Engineer/Operation/Tirupati

Respondents

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Sri. K.Munikrishna resident of Ramakrishnapuram Village, B.Agraharam Post, Penumuru Mandal Chittoor-Dist herein called the complainant, in his complaint dt: 17-12-2012 filed in the Forum on dt: 17-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is the resident of Ramakrishnapuram village of Penumuru mandal in Chittoor-Dist.
2. Agl is his lively hood, but he is not having any service connection towards agriculture so far.

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3. He paid for new agl service connection number:430979 on 26-10-2012 an amount of Rs.46290/-, but the service is not released so far.
4. He drilled the bore-well about 11 months back.
5. Requested to release of new agl. service in his favour.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Penumuru, in his written submission dt:04-02-2013 received in this office on dt:06-02-13 stated that:**

1. The distribution transformer was erected and complete the work of above consumer.
2. The complaint may please be dropped.

**Findings of the Forum:**

1. The grievance of the complainant is that he paid for new agl. service connection the total amount on 26-10-2012, but the service is not released to him so far as on the date of complaint that is 17-12-2012 and requested for early release.
2. The respondents reported that the transformer existing was of 16KVA capacity and the complainants service was released with replacing the 16KVA existing with a 25KVA distribution transformer to suit the load.
3. Since it is an agl. service, there is no specific time period for its release in accordance with the Guaranteed Standards of Performance, but however the respondents have to follow the priority list and release the service if it falls in the quota released for the financial year.
4. The complainant paid the amounts on 26-10-2012 the service was released by 04-02-2013 i.e. within 3 months of the payment.

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5. Though the complainant mentioned that he drilled the bore-well about 11 months back, he paid the amount only 3 months back and as such there is no deficiency of service on the part of the respondents.

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

**ORDER**

“No separate order need to be issued”.

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 the 15<sup>th</sup> 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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Filename: Order.280  
Directory: E:\CGRF Cases\Cases 2012-13\Tirupati\TPT 280  
Template: C:\Documents and Settings\Administrator\Application  
Data\Microsoft\Templates\Normal.dot  
Title:  
Subject:  
Author: CGRF  
Keywords:  
Comments:  
Creation Date: 17/08/12 10:14:00 AM  
Change Number: 2,751  
Last Saved On: 16/02/13 12:26:00 PM  
Last Saved By: CGRF  
Total Editing Time: 1,080 Minutes  
Last Printed On: 23/11/13 5:56:00 PM  
As of Last Complete Printing  
Number of Pages: 3  
Number of Words: 552 (approx.)  
Number of Characters: 3,153 (approx.)