

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

**On this the 25<sup>th</sup> day of April 2013**

**C.G.No:302/2012-13/ Kadapa Circle**

***Present***

***Sri K. Paul***  
***Sri A.Venugopal***  
***Sri T.Rajeswara Rao***  
***Sri A. Sateesh Kumar***

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

***Between***

Sri. Chandrasekhar Reddy  
C/o Ramachandra reddy  
Ponnellavandlapalli Village  
Sambepalli Post and Mandal  
Chittoor-Dist

Complainants

***And***

1. Assistant Engineer/Operation/Sambepalli  
2. Assistant Divisional Engineer/Operation/Rurals/Rayachoty  
3. Divisional Engineer/Operation/Rayachoty  
4. Superintending Engineer/Operation/Kadapa

Respondents

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Sri. Chandrasekhar Reddy, C/o Ramachandra reddy resident of Ponnellavandlapalli Village, Sambepalli Post and Mandal, Chittoor-Dist herein called the complainant, in his complaint dt:22-01-2013 filed in the Forum on dt:22-01-2013 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 agl. service connection at P.V.Palli village of Sambepalli Mandal in Kadapa-Dist and the necessary estimate was created on 17-01-2012.

2. An amount of Rs.40,000/- was collected by one Jayaprakash Nayak the then AE stating that the same is to be distributed in the ADE and the DE's offices, but the service is not released so far.
3. 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/Rurals/Rayachoty his written submission dt:20-03-2013 received in this office on dt:02-04-13 stated that :**

1. The agl service estimate was sanctioned with sanction No:285/11-12 dt:24-02-2012. After that the consumer paid the amounts on 14-03-2012. Then they maintained in the agl priority list.
2. As per the priority for this agriculture services the 16KVA distribution transformer Make: Hi power, Sl.No:11074 along with matching materials were drawn and the work was completed on 11-03-2013.

**Findings of the Forum:**

1. The grievance of the complainant is that the agl. service applied for in January 2012 is not yet released as on the date of complaint i.e. 22-01-2013 i.e. even after a lapse of one year.
2. The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Rurals/ Rayachoty reported that the estimate was sanctioned on 24-02-2012 i.e. after one month from the date of application and the consumer paid the amounts on 14-03-2012 and hence the application is kept in priority list and finally the service was released on 11-03-2013 duly drawing a 16KVA transformer and the relevant materials.

3. Neither the applicant nor the respondents mentioned the date of application anywhere in the documents and also they did not produce any priority list for observation by the Forum.
4. But it is noticed that the service was released within 45 days after the complainant approaching the Forum which indicates that there is a motivated delay in releasing of service to the complainant.
5. Though the complainant mentioned that he was demanded and collected a bribe amount of Rs.40,000/- for distribution among the offices related to the works is not accepted as there is no evidence to that effect.
6. However it is felt that the complainant needs to be compensated by the respondents for the abnormal delay in release of the said agl. service in his favour and it is construed that the service could have been released as per the priority list.
7. As such the number of days delay in release of the service to the complainant is to be reckoned from the date of release of service to the applicant next to the complainant and the amount of compensation payable is @ Rs.50/- for each day of delay arrived above.

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

### **ORDER**

The respondents are directed that they

1. Shall remit the amount of compensation calculated in accordance with item-7 above of the findings to the complainant's service/services at his option within 90 days from the date of this order.
2. Shall report compliance on the item-1 above of the order within further 7 days of remitting the compensation.

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 25<sup>th</sup> day of April 2013

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

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.