

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

**This the 17<sup>th</sup> day of October 2012**

**C.G.No:44/2012-13/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*

Smt. P.Narayanamma,  
C/o Nageswara,  
Chinthala Chilaka Village,  
Rajagunta Post,  
Chitvel Mandal,  
Kadapa-Dist-516104

Complainants

*and*

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

Respondents

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Smt. P.Narayanamma, C/o Nageswara resident of Chinthala Chilaka Village, Rajagunta (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. She has applied for a new agriculture service connection and paid the amount of Rs. 10,600/- on 20-9-2011 against receipt number 283623 of AAO.

2. Though there is a lapse of 2 years period, their service is not released so far and she is not cared for though approached the officials several times.
3. Requested for early release of service in her favour

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Chitvel in his written submissions dt:8-5-2012 received in this office on dt:14-08-2012 stated that**

1. The agriculture quota was given for those who have paid development charges prior to 31-3-2011.
2. But the complainant has paid the deposits on 20-9-2011.
3. Hence after releasing of necessary quota the agriculture service will be released to the said consumer.

**Findings of the Forum:**

1. The grievance of the complainant is that though she paid the necessary deposits in the month of September 2011 for new agl. service connection, the service is not released so far.
2. As per the Guaranteed Standards of Performance excepting in the case of agriculture services all other services under LT shall be released within 30 days from the date of application and payment of the necessary charges, but in the case of agriculture services the new services will be released based on the quota fixed by the government from time to time.
3. The respondents reported that the quota for release of new agriculture services was communicated to them only for those who paid the

necessary charges on or before 31-3-2011, but where as the complainant paid the deposits on 20-9-2011 i.e. at a later date for which the quota is yet to be communicated and hence the service in favour of the complainant could not be released.

4. 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.
5. The respondents could not explain any reason for the above said disorder.
6. 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 she 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 17<sup>th</sup> day of October 2012.

|                               |                             |                                  |                            |
|-------------------------------|-----------------------------|----------------------------------|----------------------------|
| Sd/-<br><b>Member (Legal)</b> | Sd/-<br><b>Member (C.A)</b> | Sd/-<br><b>Member (Accounts)</b> | Sd/-<br><b>Chairperson</b> |
|-------------------------------|-----------------------------|----------------------------------|----------------------------|

**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.