

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

**This the 7<sup>th</sup> day of September 2012**

**C.G.No:52/2012-13/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*

Sri. Rayapu Subbarayadu  
S/o Subbaiah  
M.Gollapalli Village & Post  
Chitvel Mandal  
Kadapa-Dist

Complainants

*And*

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

Respondents

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Sri. Rayapu Subbarayadu, S/o Subbaiah resident of Pollapalli Village & Post, Chitvel Mandal, Kadapa-Dist herein called the complainants, 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. He had applied for new agl service connection and paid the necessary charges on 30-6-2011.
2. But the service is not released as on the date of the complaint i.e. 24-4-2012.
3. Requested for early release of the service.

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 and 13-08-2012 received in this office on dt:14-08-2012 stated that**

1. The complainant paid the necessary deposits on 20-9-2011 where as the agl. quota was given only to the consumers those who have paid the development charges prior to 31-3-2011.
2. The service in the name of the complainant was released on 3-7-2012 by erecting one number 16 KVA DTR after release of the agl quota by the APSPDCL and the service number assigned was 713.

**Findings of the Forum:**

1. The grievance of the complainant is about delay in release of agl service for the payments made by him on 30-6-2011.
2. In accordance with Guaranteed Standards of Performance any new service except agl shall be released within 30 days from the date of the application where there is involvement of network expansion / enhancement.
3. But in the case of agl services, the services will be release based on the priority list and the availability of quota i.e. fixed by the government every year.
4. Here in this case the respondents mentioned that the payments were made on 20-9-2011 where as it is 30-6-2011 as could be seen from the permanent receipt bearing number :284078 for Rs 54,420/- in total towards service line charges, development charges and security deposit for a load of 10HP submitted by the complainant.

5. In accordance with the schedule-1 of Guaranteed Standards of Performance the date of application shall be the criteria for fixing the priority list where as it appears that the respondents are following the date of payments and it is not clear whether the respondents fixed the priority of the complainant treating the date of payment as 30-6-2011 or 20-9-2011 as they presumed.
6. Finally the service was released on 3-7-2012 duly erecting a 16KVA transformer i.e. after 369 days from the date of the complaint and the delay is 339 days for which the complainant is to be compensated @ Rs 50/- for each day of default and the total amount of compensation is Rs 18450/.

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

### **ORDER**

The respondents are directed to

1. Remit the amount of compensation of Rs 18450/- to the complainants service within 15 days from the date of this order.
2. Report compliance on the item-1 of the order above within 21 days from the date of this order.

The complainant is advised to report the matter to the Forum in case of non compliance by the respondents to the item-1 of the order above.

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 7<sup>th</sup> day of September 2012.

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.