

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

This the 18th day of July 2012

C.G.No:06/2012-13/ Guntur 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 N.V.Krishna Mohan rao
Emani Village & Post
Duggirala Mandal
Guntur-Dist

Complainant

And

1. Assistant Engineer/Operation/Duggirala
2. Assistant Divisional Engineer/Operation/Rural-1/Tenali
3. Divisional Engineer/Operation/Tenali
4. Superintending Engineer/Operation/Guntur

Respondents

Sri N.V.Krishna Mohan rao resident of Emani Village & Post, Duggirala Mandal, Guntur-Dist herein called the complainant, in his complaint dt:11-4-2012 filed in the Forum on dt:11-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is a farmer of Emani village of Duggirala mandal of Guntur-Dist.
2. In 2004 he applied for an agl service with a 3HP load and paid Rs 7500/-.
3. Though 7 years past, he did not got his service by which he suffered a lot for water.
4. Requested for early release of the agl service for cultivation

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

The respondents 1 and 2, i.e. the Assistant Engineer/Operation/Duggirala and the Assistant Divisional Engineer/Operation/Rural-1/Tenali in their separate written submissions dt:24-4-2012 and 25-4-2012 received in this office on dt:2-5-2012 and 5-5-2012 stated that:

1. The service was released on 29-6-2004 with SCNo: 1693, Category V, Emani (village), Diggirala mandal in the name of Sri N.V.Krishna Mohan rao.
2. The consumer has not paid the CC Charges from the date of release of service.
3. Due to non payment of CC.Charges the service was disconnected on 19-4-2010 and the service under bill stopped condition from May 2010.

Findings of the Forum:

1. The grievance of the complainant is that the release of agl service is not done even after lapse of 8 years and requested for its early release.
2. The complainant simply stated that he paid the amounts of Rs 7500/- towards agl service for a load of 3HP in the year 2004, but he did not produce any evidence to that effect.
3. The respondents reported that the service was already released on 29-6-2004 duly assigning service number :1693 of Emani under categoryV in the name of Sri N.V.Krishna Mohan Rao, but the consumer did not pay the CC.Charges from the date of release of the service, but it is not clear whether the complainant was informed about the said release or served the bills regularly.

4. The respondents also submitted an account copy in respect of the service wherein an amount of Rs 1943/- was shown as outstanding arrears as on 4/2011 with the status bill stopped.
5. The respondents in their reply mentioned that the service was disconnected on 19-4-2010 for the reason of non payment of CC.Charges.
6. It appears that the complainant did not put any effort in local offices to know about the status of his application made in 2004 and kept silent for all the 8 years till the date of complaint i.e. on 9-4-2012 by which date the service was already kept in bill stopped status.
7. At this juncture it is too late for the complainant to approach the Forum for release of his service and he can get his service restored by paying the arrears amount as on date duly approaching respondents.
8. The respondents are liable to restore supply to the complainants service upon receipt of payment of arrear amounts from the complainant as on date.

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

ORDER

The respondents are directed

1. To restore supply to the complainants service upon payment of arrears as on date within 90 days from the date of this order.
2. The complainant is directed to pay the arrears amount as on date for restoration of supply to his service if he prefers.

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 18th day of July 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.