

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

On this, the 21st day of September 2013

In C.G.No: 113/ 2013-14/ Ongole Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Satish Kumar

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

Between

Sri. M.Subbi Reddy, Principal
Government Degree College
Kanigiri Village, Post and Mandal
Prakasam-Dist-523230

Complainant

And

1. Assistant Engineer/Operation/ Town/Kanigiri
2. Assistant Divisional Engineer/Operation/ Town/Kanigiri
3. Chief General Manager/Operation/SPDCL/Tirupati
4. Divisional Engineer/Operation/Kanigiri
5. Superintending Engineer/Operation/Ongole

Respondents

Sri. M.Subbi Reddy, Principal of Government Degree College, Kanigiri Village, Post and Mandal, Prakasam-Dist-523230 herein called the complainant, in his complaint dt: 08-07-2013 filed in the Forum on dt: 08-07-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 had stated that

1. The Govt. Degree College Kanigiri was established in 1983 and the supply was extended to the said college from a rural feeder.
2. Earlier only B.A and B.Com courses were there and later on BSC Computer course was started in the year 2003 and the lab requires 24 hrs electricity supply.

3. The matter was reported to the TRANSCO Officials of Kanigiri in nine different letters from 12/2007 to 01/2012, but there is no response from the officials.
4. Because of shortage of power timings the computers got damaged and due to non performing of practicals students are not showing interest to join in the courses and finally the course was cancelled.
5. Subsequently with the pursuance the local MLA one number single phase transformer was provided to the college and supply extended from town feeder.
6. On 07-02-2011 during the Rachabanda Programme of the Honourable CM, AP the departmental officials removed the single phase transformer and arranged a separate transformer on temporary basis, but the said transformer was removed immediately after the conclusion of the programme, but they did not restore 24 hrs supply.
7. The electricity officials when contacted in the matter replied that the college will be provided with three phase supply 24hrs without any additional expenditure provided that they shall given one acre of land for construction of substation in the college premises out of the 16 acres existing.
8. They have expressed their willingness for the above proposal, but the planning committee of the college negatived the proposal stating that the college site shall not be utilized for other than education purpose.
9. Since the date of the said Rachabanda Programme i.e. on 07-02-2011 there is no electricity facility to their college and their requests for providing atleast the single phase transformer were not heard to.

10. The officials expressed that it needs expenditure to be met by the college to avail supply from the newly constructed substation near by it, but the cost of the estimate is not intimated to them.
11. Due to non availability of power supply the students are suffering with the problem of drinking water and general needs and the female students are forced to go to the near by fields to finish their natural calls.
12. Also the education in the modern trends mostly dependent on power is suffering a lot because of this problem.
13. Requested to provide 24 hrs supply from the single phase transformer at least for the present till the supply from town feeder is extended.

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

The respondent-2, i.e. the Assistant Divisional Engineer/Operation/Town/Kanigiri in his written submissions dt: 24-08-2013, received in this office on 02-09-2013 stated that:

1. It is submitting that he was joined as ADE/Opn/Kanigiri town in the month of 06/2012. The above said consumer was not represented to the Sub-Division, Kanigiri town or customer service centre, Kanigiri since last one year for providing of 24hrs power supply to Govt. Degree college.
2. On 05-07-2013 the consumer was not approached the Sub-Division, Kanigiri town. He was enquired in the field and noticed that the principal of Government Degree college was not registered complaint in CSC. The Government degree college service No:3405 released in 11KV Machavaram Rural feeder dueto this the consumer utilised rural supply only.

3. A new 33/11KV sub-station constructed at Kothuru and charged on 10-07-2013 and one 11KV line town feeder extending to the Kanigiri town, it is passing near to the government. Degree College.
4. At present, after discussing the principle of Government. Degree College, he given a consent letter and complaint registered at CSC/Kanigiri vide complaint Reg.No:41117C00011/11-07-2013 for providing of 24hrs power supply. After receiving the complaint registration we are prepared estimate and sanctioned on 12-07-2013 vide WBS Element No:E-2013-03-01-31-01-021. The service line charge was received on 24-07-2013 and the work was completed and provided 24hrs supply to the Government Degree College on 25-07-2013.

Findings of the Forum

1. The grievance of the complainant is that they are in requirement of 24 hrs three phase supply for their lab equipment, water works and other needs of their Govt. Degree College, but they are provided with single phase supply only and finally with the visit of honourable Chief Minister/AP organizing Rachabanda programme the total supply was removed and the institute was kept in dark. Their several requests for providing of supply from the town feeder was dishonored under the plea that they have to gift a land of one acre for construction of substation. Requested for providing of three phase supply from the town feeder and resolve their problems.
2. The respondent-2 i.e. the ADE/Opn/Kanigiri replied that they have the complainant or his representative never made representation in the Kanigiri subdivision/CSC since last one year requesting for 24hrs supply to Government Degree College. The service to the college was released

with ScNo:3405 on 11KV Machavaram rural feeder. Due to this consumer utilized rural supply only.

3. For extension of 24hrs town supply to the service it requires erection of 1.5KM 6.3KV line the cost of which is to be met from the consumer side. Subsequently with the erection of new 33/11KV substation at Kothuru which was charged on 10-07-2013 one number 11KV feeder was extended to the Kanigiri Town passing near by the college finally the principal Govt. College given his consent letter and complaint registered at CSC, Kanigiri on 11-07-2013 for providing of 24hrs supply.
4. On collection of the estimated cost on 24-07-2013 the work was completed and 24hrs supply to the govt. Degree College on 25-07-2013.
5. Though the complainant mentioned that he had represented several times to the department about the supply position he could not produce any evidence to that effect, but however upon approach of the Forum by the complainant on 08-07-2013 the said work of extension of supply was completed by 25-07-2013 i.e. within a period of about 3 weeks which is quite reasonable and it appears that the hurdle is the reluctance for payment of the required estimate charges for the said extension of supply by the complainant and is not a fault of the respondents.
6. Though mentioned that the problem is so severe making the students suffer in their day to day needs of personnel as well as on education side neither the respondents nor the complainant felt the severity of the problem and hence the delay.
7. The complainant cannot insist upon for supply from a particular feeder without meeting any extra expenses to that extent and shall be satisfied with the provisions already given.

8. It is felt by the Forum that there is no deficiency of service on the part of the respondents in the matter and hence no compensation need to be awarded.

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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 21st day of September 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 to the General Manager/ CSC/ Corporate office/ Tirupati for pursuance in this matter.