

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

**On this the 28<sup>th</sup> day of October 2013**

**In C.G.No: 128/ 2013-14/Tirupati 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. B.Thyagarajulu Reddy  
S/o B.Chenga Reddy  
Mangunta Village & Post,  
S.R.Puram Mandal,  
Chittoor-Dist-517101

Complainant

***And***

1. Assistant Engineer/Operation/SRR Puram
2. Assistant Divisional Engineer/Operation/Karvetinagaram
3. Divisional Engineer/Operation/Puttur
4. Superintending Engineer/Operation/Tirupati

Respondents

\* \* \*

Sri. B.Thyagarajulu Reddy, S/o B.Chenga Reddy, Mangunta Village & Post, S.R.Puram Mandal, Chittoor-Dist-517101 herein called the complainant, in his complaint dt:07-09-2013 filed in the Forum on dt:07-09-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that

1. He had applied for a new agl. service connection for a load of 8HP and paid the necessary amounts of Rs.8480/- on 08-05-2009 vide

receipt number:77061, but they have not released service in his favour though he went to the office of AE/Opn/SRR.Puram several times and requested both in written and oral, but they did not take any action.

2. He came to know that he had to apply again for the service and requested to take immediate action and see that his service is released.

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

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/ Karvetinagaram, in his written submission dt: 18-09-2013, received in this office on dt: 19-09-2013 stated that:**

1. The consumer Sri B.Thyagarajulu Reddy, S/o B.Chenga Reddy represented on dt: 05-09-2013 regarding agriculture service was not released and filed in the Forum on dt: 07-09-2013.
2. The consumer was paid the deposits for releasing of new agriculture service on 08-05-2009 and the service was not released during that period.
3. The present Additional Assistant Engineer of SRR Puram mandal Sri K. Kesavulu joined on 07-08-2011, after joining the consumer represented that the service was not released till to date and given payment particulars for the service, then immediately released the service during 06/2012 with ASC No:5343115000526 with date of 18-05-2009.
4. The service was already released but due to lack of communication between O&M staff and consumer this information not known to the

consumer. This is informed to the consumer on 18-09-2013 and paid the arrears Rs. 1500.00 on that service vide PRNo: 307722, BCRC. No.17508 on dt: 18-09-2013. This information is given to the consumer and the consumer was satisfied with the above information.

5. It is concluded that the service was already released and consumer also paid the arrears on that service and utilizing the supply also. Hence, it is certified that there is no loss to the department as well as to the consumer.

### **Findings of the Forum**

1. The grievance of the complainant is that he had applied for a new agl. service connection for a load of 8HP and paid the required deposits on 08-05-2009 and obtained a receipt to that effect, but his service is not released even met the officers concerned several times and requested to take action in the matter.
2. The respondent-2 i.e. the ADE/Opn/Karvetinagaram while accepting the fact that the complainant paid the amount on 08-05-2009 replied that after the joining of the present AE on 07-08-2011 the complainant represented that the service was not released so far in his favour and produced the payment particulars and then immediately and assigned service number 5343115000526 with date of supply as 18-05-2009.
3. The C.C.Charges of Rs.1500/- also paid by the consumer for the above service on 18-09-2013 vide BCRC No:17508. The consumer was satisfied with the above information.

4. It was reported that the service was already released, but due to lack of communication between O&M staff and consumer this information not known to the consumer and the same was informed to the consumer on 18-09-2013 the date on which the complainant duly accepting the actions of the complainants paid the CC.bill arrears amount of rs.1500/- against the service vide BCRC No:17508.
5. Though there is delay in release of service for a considerable period of about 4 years, but since the consumer was already utilizing supply without paying the CC.Charges there is no suffering on the consumer side and it is only a technical deviation in reflecting the fact of release of the service in the records. In fact, there is a postponement of revenue occurred in this case which is a loss to the department. Moreover to this, the consumer he himself expressed his satisfaction through his letter dated 18-09-2013.
6. Since the consumer also duly accepting to the actions of the respondents paid the CC Charges and expressed his satisfaction, it is felt by the Forum that there is no deficiency of the service on the part of the respondents with reference to the Guaranteed Standards of Performance.
7. As such there is no need of awarding compensation to the complainant.

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

**ORDER**

The respondents are directed that they shall ensure proper release of service in the name of the applicants and avoid such occurrences in future in order to make good the revenue of the company as well as probable confusion in the consumers.

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 28<sup>th</sup> day of October 2013.

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

**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.