

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

On this, the 19th day of December 2013

In C.G.No: 131/ 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. Dr.S.Pullaiah
C/o Bandi Ramanaiah
Obulasettyvari veedhi
Podili Post and mandal
Prakasam-Dist

Complainant

And

1. Assistant Engineer/Operation/Podili
2. Assistant Divisional Engineer/Operation/Podili
3. Divisional Engineer/Operation/Kanigiri
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. Dr.S.Pullaiah, C/o Bandi Ramanaiah Obulasettyvari veedhi, Podili Post and mandal Prakasam-Dist 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 had stated that

1. He had applied for a new agl. service connection on 25-08-2011 and paid the necessary charges in the form of DDs on 30-11-2011 and the same were handed over to the ADE on 01-07-2013, but the service was not released in his favour in spite of his repeated oral request with the Superintending Engineer and finally on 03-12-2012 with written petition upon which the SE responded and directed the AE to pursue

the issue, the AE inturn contacted the ADE and AE concerned for which the AE concerned replied that the customer had to meet him with which his problem will be solved within a week. He again contacted the ADE who asked him to remove all the unauthorized connections which he cannot do.

2. Because of the non response from the officers he sustained a financial loss to a tune of 1.25 lakhs since the land fell useless. Though he is ready with installed motor spending 1.25 lakhs of amount.
3. Requested the Forum to look into the matter and help him to bring the land into cultivation for the season by providing electrical supply.

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

The respondent-2, i.e. the Assistant Divisional Engineer/Operation/ Podili in his written submissions dt: NIL, received in this office on 11-10-2013 stated that:

1. The consumer by name S.Pullaiah has got one agl. service connection 10618 under SS-16 a 100KVA DTR the consumer went to his office in the last week of April 2013 stating that there are some unauthorized services running on the said DTR and asked for removal of the connections within a week upon which two numbers were removed by the AE and the staff.
2. About 20 days back also upon the complaint of the said Pullaiah two numbers unauthorized services were removed and case booked on 20-09-2013. The agl. service 10618 is having an arrear amount of Rs.546/-.
3. The AE concerned Sri Viswanath could not prepare the estimate for some time due to non availability of location where supply is required and finally the estimate was prepared on 07-05-2013. The estimate was

sanctioned in June 2013. The delay in preparation of estimate is only due to non cooperation of the complainant Pullaiah since he is utilizing power for the past 6 months.

4. The new service connection was released on 26-08-2013 under SS-43 100KVA transformer in favour of the complainant and the service number assigned was 11333. The main reason in delay in release of the service is only the identification of location.

The respondent-4, i.e. the Divisional Engineer/Operation/Kanigiri in his written submission dt: 01-10-2013, received in this office on 11-10-2013 simply reproduced the statements of the Ex-AE/OPn/Podili who was on chair at the time of the application by the complainant, the present AE and the ADE/Opn/Podili and also the sketches showing agl. services on the said 100KVA DTR SS-16 and a statement obtained from the consumers under that transformers, but stated nothing from his side.

Findings of the Forum

1. The grievance of the complainant is that the agl. service for which he had applied for on 25-08-2011 and paid the necessary charges on 30-11-2011 and 01-07-2013 was not released even as on the date of complaint i.e.07-09-2013 and requested the Forum to render justice by ordering the respondents for release the service early since he had already sustained a loss to a tune of about Rs.1.25 lakhs for his land become deserted.
2. The respondent-2 submitted his written statement direct to the Forum while the respondent-4 i.e. the DE/Opn/Kanigiri reproduced the statements of the respondent-1

3. The respondent-1 i.e. the AE concerned at the time of application by the complainant for the said agl. service while accepting that the application was registered on 25-08-2011 and the service was released with ScNo:10618 under SS-16 is a tail end of the 100KVA DTR at Podili and unauthorized services on the said DTR were removed two times, he did not make a mention of the date of supply for the said service.
4. He also stated that the complainant registered a second application on 22-01-2013 and the service connection estimate for the said service was sanctioned in June 2013 (23-06-2013) and the consumer was already utilizing supply and hence not come forward to show the location and he wants to get the work done under HVDS scheme to avoid ORC payment. He also stated that, there is delay in preparation of estimate due to non disclosing of the location by the applicant, herein the complainant. Finally, the said service was released on 26-08-2013 under SS-43, a 100 KVA transformer.
5. Though the complainant mentioned that the service for which he applied on 25-08-2011 and paid the amounts on 30-11-2011, but the service was not released in his favour from the account copy of the service it is elucidate that the service was released on 24-12-2011 itself for a load of 5HP under LT-V category in the name of Sivapuram Pullaiah.
6. As such the contention of the complainant that the service was not released appears to be far from truth and more over it was reported that the complainant was utilizing services.

7. Regarding the delay and release of the services as stated by the complainant the first service for which he applied on 25-08-2011 was released on 24-11-2011 i.e. within 3 months from the date of the application and in the second case the application was made on 22-01-2013 while the service was released on 26-08-2013 i.e. within 7 months approximately.
8. Though there is a specific time period stipulated for release of services in the Guaranteed Standards of Performances, since the agl. services are to be released based on the priority list in that particular section and the quota allocated by the government for that particular financial year, the exact date by which the agl. services shall be released cannot be adjudged but the only thing to be observed is whether the respondents followed the priority list or not.
9. As such it is felt by the Forum that all the averments made by the complainant are far from truth and cannot be maintained.
10. Though the respondents mentioned that the delay in preparing the estimate is due to non cooperation from the complainant in disclosing the point of supply from the complainants side the respondents should have served a notice upon the complainant with a threat of canceling the application which was not done so.
11. As such it is felt by the Forum that there is no deficiency of service on the part of the respondents as far as the complaint is concerned and hence no compensation is awarded.

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

ORDER

The complainant is advised that he shall putforth his problem in correct prospective projecting the facts before the Forum in future.

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 19th day of December 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.