

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

**On this the 13<sup>th</sup> day of March 2014**

**In C.G.No:146/ 2013-14/ Guntur 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*

Smt. Emani Aruna,  
W/o Venkateswara Reddy and others,  
Munnangivaripalem Village & Post,  
T.Sunduru Mandal,  
Guntur-Dist-522318

Complainant

*And*

1. Assistant Engineer/Operation/T.Sunduru  
2. Assistant Divisional Engineer/Operation/Rurals-2/Tenali  
3. Divisional Engineer/Operation/Tenali  
4. Superintending Engineer/Operation/Guntur

Respondents

\* \* \*

Smt Emani Aruna, W/o Venkateswara Reddy and others,  
Munnangivaripalem Village & Post, T.Sunduru Mandal, Guntur-Dist-522318  
herein called the complainant, in their complaint dt:12-11-2013 filed in the  
Forum on dt:12-11-2013 under clause 5 (7) of APERC regulation 1/2004 read with  
section 42 (5) of I.E.Act 2003 had stated that

1. They have applied for agl. services at Munnangivaripalem village of  
T.Sunduru mandal in Guntur-Dist and the estimate was sanctioned on  
16-11-2011 the copy of which was received by them through the  
AE/Opn/T.Sunduru.

2. Immediately on 23-01-2012 they paid the required amounts of Rs.3000/- and Rs.180/- in the form of DD obtained from state bank of India, Tenali for both of the services and handed over the DDs to the AE/Opn/CT.Sunduru, but they are not provided with neither the lines nor the connection till 30-07-2013.
3. The matter was reported to the AE several times, but the lines were not laid.
4. On the same day they have sent letters to the ADE, DE through registered post, but still the lines are not laid.
5. They came to know that the required material for laying of lines to extend supply to the proposed services were already drawn at Guntur.
6. Requested to lay the lines and give connections for their agl. motors.

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

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/ Rurals-2/Tenali in his written submission dated on 7-01-2014 received in the Forum on 30-01-2014 stated that:**

1. Sri. Emani Aruna and Venkateswara Reddy, Munnangivaripalem Village & Post, T.Sunduru Mandal, Guntur-Dist had registered applications seeking AGL connections on Dt:07-02-2011.
2. The AE/Opn/T.Sunduru submitted an estimate on Dt:02-12-2011 and the same was submitted to the ADE/Opn/R-2/Tenali vide ADR.WE.No. 16/11-12, dt:13-01-2012.
3. The AAE/Opn/T.Sunduru had informed the consumer to pay an amount Rs.6360/- towards development & security deposit. Accordingly the consumers paid all the charges on 29-01-2012, vide.DDNo:152787 dt:23-01-2012, DDNo:152786 dt:23-01-2012.

4. Sri Venkata Reddy, Co-Applicant has approached to the SE/Opn/Guntur vide his representation dt:30-07-2013 and requested for releasing of AGL services. The consumer has also approached this office on 02-08-2013 for the same purpose. The ADE/Opn/R-2/Tenali requested the AE/Opn/T.Sunduru to complete the work and to send the work completion report vide memo dt:30-08-2013 and 18-09-2013.
5. The AE/Opn/T,.Sunduru has informed that the work will be completed soon after the harvesting is over.
6. A notice on dt:13-11-2013 with CGNo:146/13-14 Guntur circle was received from Honourable Consumer Grievance Redressal Forum in this office.
7. The AE vide his letter dt:06-01-2014 has informed that the work completed and services were released on 26-12-2013 with ScNo:556 in favour of Sri. Ch. Venkata Reddy and 557 infavour of Smt E.Aruna.
8. This report is humbly submitted and prayed the honourable Forum, not to propose any disciplinary action against any individual for delay, as the delay is mainly occurred due to Unfavourable filed condition.

**Findings of the Forum:**

1. The complainants from their claim is noticed that they are prospective agl. consumers applied for two numbers services of 3 HP each and paid the necessary amounts in the form of DDs on 23-01-2012 and handed over the same to the AE/ Opn, concerned. But there was no progress in the works till 30-07-2013, the date on which they have made representation to the ADE and DE, Opn, Tenali through registered post, but still there was no initiation from the officers side despite drawing the required materials. Finally they approached the

Forum for redressal of their Grievance and pass such orders that the service connections are provided early.

2. The respondent-2 i.e. the ADE/OPn/R-2/Tenali while stating that the complainants have registered their applications for agl. services on 07-02-2011 and made the payments on 29-01-2012 had also stated that the estimate was sanctioned on 13-01-2012. There is a delay of about 11 months for the sanction of the estimate by the respondents.
3. Upon the representation made by the complainants to the SE/Opn/Guntur on 30-07-2013 and the approach of the complainants to his office on 02-08-2013 for the purpose he had requested the AE,Opn, concerned to complete the work and send the completion report for which the AE/Opn, replied that the work will be completed soon after harvesting. Finally it was reported that the services were released on 26-12-2013 and the SC.Nos were also assigned in favour of the complainants.
4. As could be seen from the above the sanction of estimate was delayed by 11 months and after the payment while it was made on 23-01-2012 the work was completed by 26-12-2013 i.e. within a month of the complainants approaching the Forum.
5. Though the respondents mentioned that the said delay is on account of harvesting it was not affirmed by the consumers.
6. As such it is clearly evident that the work could be completed within one month provided that the respondents cared for the prospective consumers, but the things are different and the total delay was about one year in first spell and two years in the second spell. The respondents shall have to compensate the complainants for the said

delay @ Rs.100/- for each day of delay for a period of 10 months duly allowing one month for execution (300 days).

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

**ORDER**

The respondents are directed that they

1. shall remit the amount of compensation Rs.30,000/- to both of the consumers within 90 days from the date of this order.
2. shall report compliance on the item-1 above of the order within further 7 days on complying with.

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 13<sup>th</sup> day of March 2014.

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.