

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

On this the 14th day of June 2013

In C.G.No:37/ 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. M.Chinnabba
C/o M.Jarusaiah
Mukkalathur Village,
G.D.Nellore Post & Mandal,
Chittoor-Dist

Complainant

And

1. Assistant Engineer/Operation/G.D.Nellore
2. Assistant Divisional Engineer/Operation/R-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. M.Chinnabba, C/o M.Jarusaiah resident of Mukkalathur Village, G.D.Nellore Post & Mandal, Chittoor-Dist herein called the complainant, in his complaint dt:07-05-2013 filed in the Forum on dt:07-05-2013 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 and got his application registered for new agl. service connection on 24-10-2006 and paid the amounts to the Assistant Engineer/Operation/Avalakonda an amount of Rs.6000/- for a load of 5HP. But the service is not released so far.
2. Requested for early release of the service.

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

The respondent-2 Assistant Divisional Engineer/Operation/R-2/Chittoor in his written submission dt:18-05 -2013, received in this office on 07-06-2013 stated that:

1. The AAE/Opn/Avalakonda is verified the payment receipts for Rs. 6000/- vide PR.No:113753, dt:24-01-2006 and it is found correct, the agriculture service No:1439 was assigned to the consumer with date of supply 15-05-2013.
2. Hence it is requested to drop the complaint please.

Findings of the Forum:

1. The grievance of the complainant is that the agl. service for which he applied and paid the necessary amounts on 24-10-2006 was not released even as on the date of the complaint i.e. 07-05-2013 and requested the Forum for release of his service above.
2. The respondents for the above while accepting the contention of the complainant that the complainant paid the amount of Rs.6000/- on 24-10-2006 against PR No:113753 and reported that the service was released on 15-05-2013 duly assigning the service number as 1439.
3. The respondents simply replied that the service was released on 15-05-2013 while the complainant approached the Forum on 07-05-2013 i.e. within 7 days of his approach to the Forum indicates that there is intention in non releasing of the service in favour of the complainant and was delayed abnormally.
4. The respondents should have atleast released the service by 31-03-2007 being the end of the financial year which was not done so and was delayed for a period of 2237 days (6 years, 1 month, 15 days).

5. The respondents did not put forth any valid reason in this regard for the above said abnormal delay out of which it is construed that they are negligent and willfully delayed the said release for which they are liable to compensate the complainants @ Rs.50/- for each day of delay.
6. The amount of compensation is Rs.50X2237 = Rs.1,11,850/-

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.1,11,850/- to the complainants service / services of his own or of others preferred by him 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 14th day of June 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 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.