

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

On this the 31st day of March, 2015

In C.G.No: 41/ 2014-15/Ongole Circle

Present

Sri P.Venkateswara Prasad
Sri A.Sreenivasula Reddy
Sri T. Rajeswara Rao

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Sk.Kasim and Others
Takaripalem
Talaripalem - Post Office
Kanigiri Mandal
Prakasam - Dist

Complainant

AND

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

Respondents

Sri Sk.Kasim and others of Takaripalem village, Takaripalem – Post Office Kanigiri Mandal,Prakasam - Dist herein called the complainant, In his complaint dt:23.05.2014 filed in the Forum on dt: 23.05.2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. He is a resident of Takaripalem village ,Takaripalem Post Office, Kanigiri Mandal, Prakasam-Dist.

2. The Nagara Panchayat Dept.digged a borewell in the Takarivaripalem village and applied for the power supply and paid an amount of Rs1.50.000 but power supply was not given since 8 months.
3. The Transformer also not erected ,in takaripalem village there is a lot of water scarcity .
4. Due to the not having the power supply the people of this village are suffering from the water problem.
5. So,Kindly rectify the problem by providing power supply.

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

The respondent-I i.e. the Assistant Engineer /Operation /Kanigiri in his written submission dt:04-03-2015, received in this office on dt:05-03-2015 stated that:

1. The concerned authority has paid only line charges but not paid security deposit. Hence the work order was not released work was not taken up by AE/O/Kanigiri Town at that time.
2. It is to submit that the municipal authority , kanigiri has paid balance amount of Rs 2400/- on 02.06.2014 vide DD.No.050941/Dt;02-06-2014. After that the work order of estimate E.2013-03-01-011 was opened and the materials were drawn and the work was completed on 06-09.2014. The supply was given to water bore well and problem was rectified.

Findings of the Forum:

1. During the Special Vidyuth Adalath conducted on 23.05.2014 at Kanigiri ,Ongole Circle , Sri Sk.Kasim and others at Takaripalem village and Post of Kanagiri mandal have represented to the Forum that though Nagara Panchayat department has paid the

amount for extension of supply for the water works service, the supply was not extended and they are suffering.

2. The Respondent No 1 in his submission to the Forum has stated that the Municipal Authority has paid the SD amount of Rs 2400/- on 02.06.2014 only and the after obtaining sanction for materials supply has been extended to the borewell on 06.09.2014.
3. In accordance with the Guaranteed Standard of Performance as stipulated in Schedule II of Regulations No 9/2013, when network expansion is required to release supply for LT services , the supply shall be released within 30days of receipt of prescribed charges from the consumer. But as could be seen from the submission, the supply to the service was extended after 95 days only and hence violated.

ORDER

1. The Respondents have extended the supply to the service with a delay of 65 days beyond the stipulated time .
2. The Respondent No 4 is hereby directed to analyse the reasons for not extending the supply within the stipulated time and cause instructions to the concerned to adhere to the time standard fixed by the APERC in regulation No 9 of 2013.

Accordingly the case is allowed and disposed off.

Signed on this, the 31st day of March 2015

Sd/-
Member(Legal)

Sd/-
Member(Accounts)

Sd/-
Chairperson

True Copy

Chairperson

To
The Complainant
The Respondents
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.