

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
OF NORTHERN POWER DISTRIBUTION COMPANY OF A.P.  
LIMITED: WARANGAL.**

**31<sup>st</sup> Day of December, 2011.**

**Present :** Sri. T. Sadarlal : Chairperson  
Sri. G. Raveendranath : Member (Accounts)  
Sri. K. Ramesh : Member (Legal)  
Sri. A. Sudharshan Reddy : Co - Opted (Member)

**C.G. No. 325/2011 of Khammam Circle**

**Between**

Sri. P. Sataya Narayana  
S/o. P. Venkateshwara Rao,  
Before Hutch Tower,  
Dhammapet-Village & Mandal,  
Khammam-Dist.

**Complainant**

**AND**

1. Assistant Engineer/Operation/Dhammapet.
2. Assistant Divisional Engineer/Operation/Awaraopet.
3. Assistant Accounts Officer/ERO/Sathupally.
4. Divisional Engineer/Operation/Sathupally.

**Respondents**

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Sri. P. Sataya Narayana, S/o. P. Venkateshwara Rao, Before Hutch Tower, Dhammapet-Village & Mandal, Khammam-Dist., hereinafter called as the complainant in his complaint dated. 27.10.2011, received and registered on 27-10-11, under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, stated the following :-

- i. The complainant has submitted that he himself and another farmer Sri. Gandikota Venkateshwar Rao, are having 6 Acres and 7 Acres agricultural land for which both of hem have applied for sanction of power supply for 10 HP & 15 HP by the department for cultivating their agricultural land.

**Contd.2**

- ii. They have paid DDs for an amount of Rs. 74,520/- during the month of 07/2011. The concerned departmental officials have sanctioned six number poles three months back on payment of above said amount.
- iii. Based on the assurance given by the officials of department in connection with sanction of agricultural service connection, the complainant has started cultivating the banana crop. Due to non available of rain water and not giving power supply by the department, though they have paid required amount for sanction the banana crop is getting dried and occurring loss to him.
- iv. The DDs drawn are handed over to the Assistant Engineer/ Operation/Dhammapet. The complainant has furnished the following details for the DDs drawn by them indicating DD numbers and amount for which they have drawn the same.

- 1) Sri. P. Sataya Naryana, S/o. P. Venkateshwar Rao, Dhammapet, 10 HP :-

<b>Sl. No.</b>	<b>D.D. Nos.</b>	<b>Amount</b>
1.	156434	10,000-00
2.	156422	2,000-00
3.	156432	250-00
4.	156233	25-00
<b>TOTAL</b>		<b>12,275-00</b>

- 2) Sri. G. Venkateshwar Rao, Dhammapet, 15 HP.

<b>Sl. No.</b>	<b>D.D. Nos.</b>	<b>Amount</b>
1.	156435	15,000-00
2.	156423	3,000-00
3.	156433	375-00
4.	156232	25-00
<b>TOTAL</b>		<b>18,400-00</b>

- 3) New Transformer Total Amount DDs :-

<b>Sl. No.</b>	<b>D.D. Nos.</b>	<b>Amount</b>
1.	156436	32,400-00
2.	960111	11,497-00
<b>TOTAL</b>		<b>43,897-00</b>

2. As a sequel to the above complaint, Assistant Engineer/Operation/Dhammapet, Assistant Divisional Engineer/Operation/Aswaraopet, Assistant Accounts Officer/ERO/Sathupally and Divisional Engineer/Operation/Sathupally, were directed to file their written submissions vide notice dated. 28.10.2011.

**I.** The Additional Assistant Engineer/Operation/Dhammapet, in his filings received in the Forum on dated. 01.12.2011, stated the following :-

- i. Sri. K. Ramachandra Raju, presently working as Sub-Engineer, Operation Section, Dhammapet and also holding the Additional Charge of Additional Assistant Engineer/Operation/Dhammapet from the month August 2011, humbly submit the following few lines for kind consideration.
- ii. He was instructed to file the return submission. Consumer of Dhammapet Section represented the Consumer Grievances Redressal Forum on 27.10.11 regarding the agricultural service connections.
- iii. An estimate was sanctioned at the Division Office/Sathupally vide SPA No. 192/11-12, Dt. 04.07.11 for release of agriculture power supply to Sri. P. Sataya Narayana and others.
- iv. In the sanctioned estimate party was asked to pay the SLC charges, of Rs. 43,897/-.
- v. But party paid an amount of Rs. 32,400/- in the month of 08/10. The balance SLC amount of Rs. 11,497/- was paid by the party in the month of 07/2011 and submitted the office in the month of 08/2011.
- vi. Soon after the receipt of sanctioned amounts. He had taken work order for the drawal of materials.
- vii. The total available material was drawn from stores on 27.10.11 and 28.10.11 and the work was executed. With the "Sakala Jannla Samme" they are unable to draw the material from the stores in the month of 09/2011 and up to 27.10.11. All the above statement is true to the best of his knowledge.

**II.** The Assistant Divisional Engineer/Operation/Aswaraopet, in his filings received in the Forum on dated. 01.12.2011, stated the following :-

- i. Sri. Y. Ramesh Kumar, presently working as the Assistant Divisional Engineer/Operation/Sub-Division/Aswaraopet humbly submit the following few lines for kind consideration. He had joined as the Assistant Divisional Engineer/Operation/Aswaraopet on 08.03.11.

**Contd.4**

- ii. He was instructed to file the written submissions. Consumer of Dhammapet Section represented the Consumer Grievances Redressal Forum on 27.10.11 regarding the agriculture service connections.
- iii. An estimate was sanctioned at the Divisional Office/Sathupally vide SPA No. 192/11-12, Dt. 04.07.11 for release of agriculture power supply to Sri. P. Satayanarayana and others.
- iv. In the sanctioned estimate party was asked to pay the SLC charges, of Rs. 43,897/-.
- v. But party paid an amount of Rs. 32,400/- in the month of 08/10. The balance SLC amount of Rs. 11,497/- was paid by the party in the month of 07/2011 and submitted the office in the month of 08/2011.
- viii. Soon after the receipt of sanctioned amounts the In-charge Assistant Engineer/Operation/Dhammapet, has taken the work order for the drawal of materials.
- ix. The total available material was drawn from stores on 27.10.11 and 28.10.11 and the work was executed with the "Sakala Jannla Samme" they are unable to draw the material from the stores in the month of 09/2011 and up to 27.10.11. All the above statement is true to the best of his knowledge.

### 3. **Analysis of the Case :-**

The contention of the complainant is that he himself and another Sri. D. Venkateshwar Rao, Dhammapeta-Village though they have paid required amount by the department for sanction of service connections for the load of 10 Hp and 15 HP, the departmental officials have not sanctioned the service connection till-to-the date of their approach to the Consumer Grievances Redressal Forum and lodged a complaint in this regard.

The Forum has observed from the reports submitted by the respondents that the complainant has paid certain amount during the month of 08/2010.

The remaining balance amount in the month of 07/2011 and submitted to the respondents office by the complainant during the month of 08/2011. Accordingly an estimate was sanctioned by the Divisional Office during the month of 07/2011.

Based on the notice served by the Forum the respondents have executed the work duly drawing the total materials available from the stores on 27.10.11 and 28.10.11. Further they have stated that due to the "Sakala Jannula Samme" they were not able to draw the materials as required from the stores in the months of 09/2011 and up to 27.10.11.

According to the reports submitted by the Assistant Engineer/Operation / Dhammapet, Assistant Divisional Engineer/Operation/Aswaraopet stating that the work was already completed and service connection released to the complainant. The same was also confirmed from the complainant over phone for which the complainant has stated that the work is already completed and his service connection was also released.

The complainant has also satisfied in redressal of his grievance by the respondents.

4. **ORDER :-**

The respondents have redressed the grievance of the complainant amicably. Accordingly the complainant has also satisfied on his redressal of grievances by the respondents as per the telephonic information as ascertained by the Forum for confirmation according to the reports submitted by the respondents in this aspect based on the complaint lodged.

In view of the redressal of the grievance of the complainant as above, without going in detailed this case is closed.

7. **Reasons for Delay :-**

There is a delay of about 20 days in deciding the petition. The reasons for delay are :-

- i. Non-receipt of reports from respondents.
- ii. Insufficient information filed by the complainants.
- iii. Due to Sakalajanula Samme participated by all the Government Organization.

Signed on 31<sup>st</sup> day of December, 2011.

Sd/-	Sd/-	Sd/-	Sd/-
<b>K. RAMESH</b>	<b>G. RAVEENDRANATH</b>	<b>A. SUDHARSHAN REDDY</b>	<b>T. SADARLAL</b>
<b>MEMBER (LEGAL)</b>	<b>MEMBER (ACCOUNTS)</b>	<b>CO - OPTED (MEMBER)</b>	<b>CHAIRPERSON</b>

**Endt. No./C.P./C.G.R.F/NPDCL/WGL/C.G. No. 325/2011-1 Dt. 31.12.2011.**

**Copy to :-**

The Superintending Engineer/Operation/NPDCL/Khammam.

The General Manager (IT)/Corporate Office/NPDCL/Warangal.

***(He is requested to place the order in the Company's Website).***

Sri. Dr. A. Sudharshan Reddy, President, Centre for Environmental Studies,

H. No. 2-2-421, Kishanpura, Hanamkonda, Warangal-Dist.

The Stock file.

**//FORWARDED BY ORDER //**

**Member (Legal)  
Consumer Grievances Redressal Forum.**