

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

22nd Day of November, 2010.

Present : Sri. T. Sadarlal : Chairperson
Sri. M. Venkata Narayana : Member (Accounts)
Sri. K. Ramesh : Member (Legal)

C.G. No. 290/2010 of Warangal Circle

Between

Sri. B. Suryanarayana Rao
S/o. B. Kistaiah
Perkuwadu-Post
Rayaparthi-Mandal
Warangal-Dist.
Pin Code No. 506314.

Complainant

AND

1. Assistant Engineer/Operation/Mylaram.
2. Assistant Divisional Engineer/Operation/Wardhannapet.
3. Divisional Engineer/Construction & Operation/Warangal.

Respondents.

@@@

Sri. B. Suryanarayana Rao, S/o. B. Kistaiaha, Perkuwadu-Post, Rayaparthi-Mandal, Warangal-Dist., hereinafter called as the complainant in his complaint dated. 04.10.10 received and registered on 07-10-10, under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, stated the following :-

- i. Sri. B. Surayanarayana Rao, S/o. B. Kistaiah, R/o. Perkuwadu, Age : 60 Years, Occupation : Agriculture, has submitted that he has given an application for giving electrical supply to his Poultry Farm in the department.

Contd.2

- ii. based on the demand note by the Divisional Engineer/Construction & Operation/Warangal, he has taken Demand Drafts at Bank for an amount of Rs. 44019/- and same were handed over to the Assistant Engineer/ Operation/Mylaram on 03.09.2010.
- iii. but the Assistant Engineer/Operation/Mylaram has not closed the DDs till the Dt. 04.10.10.
- iv. hence he has requested the Forum to take necessary action against the concerned Assistant Engineer for not closing the DDs handed over to him and give the new service connection to his Poultry Farm with single pole, single phase DTR as early as possible.
- v. the consumer has furnished the D.D. Numbers/Dates for an amount of Rs. 44019/- indicating as follows in his complaint :-

Sl. No.	D.D. No./Date	Amount (Rs.)
1	381319/31.08.10	5359.00
2	381320/31.08.10	37170.00
3	468976/31.08.10	50.00
4	468977/31.08.10	1500.00
TOTAL		44079.00

2. As a sequel to the above complaint, Assistant Engineer/Operation/Mylaram, Assistant Divisional Engineer/Operation/Wardhannapet and Divisional Engineer/Construction & Operation/Warangal, were directed to file their written submissions vide notice dated. 08.10.2010.

The Assistant Divisional Engineer/Operation/Wardhannapet, in his filings received on 23-10-2010, stated the following :-

- i. The Sri. M. Sudhakar, Ex. Additional Assistant Engineer is working in this Sub-Division as Additional Assistant Engineer/Operation/Mylaram, has taken the Four Number demand drafts from Sri. B. Sataya Narayana, R/o. Perikedu-Village for execution of One Number Poultry Farm of M/s. Sai Prathem Poultry Farm at Perikedu-Village of Rayaparthi Mandal- of Mylaram Section on Dt. 03.09.10. The details is given below :-

1. Security deposit Rs. 1500/- DD. No. 468977/31.08.10.
 2. Registration Fee Rs. 50/- DD No. 468976/31.08.10.
 3. Development Charges Rs. 37,170/- DD No. 381320/31.08.10.
 4. SLC Charges Rs. 5,359/- DD. No. 381319/31.08.10.
- ii. As per the Memo. No. ADE/OP/Wardhannapet/D. No. 1284/10/Dt. 30.09.10, Sri. M. Sudhakar Additional Assistant Engineer/ Operation / Mylaram was relieved from his duties with effect from 30.09.10.
- iii. Sri. M. Sudhakar, Ex. Additional Assistant Engineer/Operation/Mylaram was handed over the 4 Nos. DD's for the worth of Rs. 44,079/- to Sri. B. Sandeed Patil, Assistant Engineer/Operation/Mylaram (FAC) on dt. 20.10.10.
- iv. Further it is to submit that the same 4 Nos. DD's of the above Poultry Farm was closed by the Sri. B. Sandeep Patil, Assistant Engineer / Operation/Mylaram (FAC) and submitted in the Divisional Engineer / Construction and Operation/Warangal Office and Assistant Accounts Officer/Sub-ERO/Wardhannapet Office on date. 21.10.10. The details is given below :-
- i. Security Deposit Rs. 1500/- DD. No. 46897/31.08.10, PCB No. 214/ 21.10.10.
 - ii. Registration Fee Rs. 50/- DD No. 468976/31.08.10, PCB No. 214/21.20.10.
 - iii. Development Charges Rs. 37,170/- DD. No. 381320/31.08.10, PCB No. 7219/21.10.10.
 - iv. SLC Charges Rs. 5,359/- DD No. 381319/31.08.10, PCB No. 7219/21.10.10.
- v. As per the Memo. No. ADE/OP/Wardhannapet/D. No. 1468/10/Dt. 22.10.10, explanation called to Sri. M. Sudhakar, Ex. Additional Assistant Engineer/Operation/Mylaram for the delay for closing of the above 4 Nos. DD's of 27 days in his hands.
3. The hearing was proposed and conducted in this case on 10-11-2010 at 3.30 P.M. in the Chamber of Chairperson/CGRF/NPDCL/Warangal. During the hearing the complainant Sri. B. Surya Narayana Rao and the respondents Assistant Engineer/Operation/Mylaram and Assistant Divisional Engineer/Operation/Wardhannapet, have attended.

The respondents Assistant Engineer/Operation/Mylaram, has stated that the complainant Sri. B. Surayanarayana Rao has come to him for taking up the work, when he has not in a capable to take the work order because he is having more than 15 work orders, the work is delayed. The keeping of paid demand drafts with him is his mistake and requested to excuse him in this regard. The demand drafts now closed and the work is under progress at this time i.e., on hearing date.

The Assistant Divisional Engineer/Operation/Wardhannapet has stated that the matter of Sri. B. Suryanarayana Rao, S/o. B. Kistaiah, R/o. Perikedu-Village of Mylaram Section was known to him on date. 15.10.10. He had called explanation to Sri. M. Sudhkar Ex. Assistant Engineer/Operation/Mylaram vide Memo. No. ADE/OP /W/Pet/F.No. 38/D. No. 1468/Dt. 22.10.10 (For not closing four number demand drafts). Further Sri. B. Sandeep Patil Assistant Engineer/Operation/ Mylaram (FAC) was closed the four number demand drafts on date. 21.10.10, and the same work order is applied on date. 25.10.10 at Division Office/Construction & Operation/ Warangal. Due to the SAP problem the above work material was drawn on date. 09.11.10 by the present Assistant Engineer/Operation/Mylaram (FAC) and the work was completed on date. 10.11.10.

4. **Analysis of the Case :-**

The contention of the complainant is that though he has paid an amount of Rs. 44,019/- as per the demand note issued to him by the respondents for release of service connection to his Poultry Farm and the related Demand drafts were also handed over to the Assistant Engineer/Operation/Mylaram On 03.09.2010. But the service connection to his Poultry Farm not released even after completion of one month and said demand drafts were not closed to the departmental accounts till the date 04.10.10. hence he has lodged the complaint at Consume Grievances Redressal Forum.

After receiving the complaint from the complainant the Forum has issued a notice to the respondents to file their written submissions in support of the contents of the complaint vide notice dated. 08.10.10. From then onwards only the respondents have made local arrangement by themselves, the demand drafts which were handed over by the complainant are closed on 21.10.10 and started the work for execution of the above Poultry Farm.

As per the Standards of Performance compensation is to be awarded to the complainant for deviating the Citizen Charter by the respondents in this case. This service is to be released within one month as per the Citizen charter but they have failed to do so.

However the Assistant Divisional Engineer/Operation/Wardhannapet has submitted during the hearing conducted that the above work was completed on date. 10.11.2010. Further the Assistant Divisional Engineer has submitted in his report dated. 16.11.2010, that the service is also released on Dt. 11.11.2010.

Further the respondents are directed to follow the norms fixed in the Citizen charter and complete the works well in time without causing much inconvenience to the consumers whenever they approach to them/registered 'A' form in connection with release of various new services as desired by them along with other aspects.

5. **ORDER :-**

The respondents are directed to award an amount of Rs. 1,000/- as compensation to the complainant and credit the same to his future bills for the units consumed by him. The compensation awarded to the complainant may be recovered from the concerned whoever may be the responsible for deviating the Citizen Charter in this case.

The detailed compliance report duly implementing these orders shall be submitted to this Forum within 10 days from the date of receipt of this order.

6. If the complainant is aggrieved by the order of the forum he may represent to Vidyut Ombudsman, APERC, Singareni Bhavan, IVth Floor, Red Hills, Hyderabad-500 004, within (30) days of receipt of this order as specified in clause (9) of Regulation 1 of 2004 of A.P. Electricity Regulatory Commission of A.P.

Signed on 22nd day of November, 2010.

Sd/-
K. RAMESH
MEMBER (LEGAL)

Sd/-
M. VENKATANARAYANA
MEMBER (ACCOUNTS)

Sd/-
T. SADARLAL
CHAIRPERSON

Endt. No. C.P./C.G.R.F/NPDCL/WGL/C.G. No. 290/2010-1 Dt. 22.11.2010.

Copy to :-

The Superintending Engineer/Operation/NPDCL/Warangal.

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.**