

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

08th Day of March, 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. 303/2011 of Warangal Circle

Between

Sri. Gunda Veerabhadraiah
S.C. No. 3746
H. No. 8-3-73,
Old Beet Bazar,
Warangal-Dist.
Pin Code No. 506002.

Complainant

AND

1. Assistant Engineer/Distribution/Station Road.
2. Assistant Divisional Engineer/Distribution/Warangal.
3. Divisional Engineer/Operation/Warangal.

Respondents

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Sri. Gunda Veerabhadraiah, H. No. 8-3-73, Old Beet Bazar, Warangal-Dist., hereinafter called as the complainant in his complaint dated. 20-01-11 received and registered on 20.01.11, under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, stated the following :-

- i. He is the Owner of the H. No. 8-3-73, Old Beet Bazar, Warangal.
- ii. The complainant tenant Sri. Adepu Laxmi Narayana obtained the S.C. No. 3746, from the department without his consent and it is fixed in his premises.
- iii. Several times he has informed to the department to remove the said connection.
- iv. He has filed letter addressed to the Assistant Engineer/ Distribution / Station Road Sub-Office stating that he will not going to be held responsible for any pros and cons with regards the above connection.

Contd.2

But they are not taken any action in this particular regard compelled him to approach the Forum.

2. As a sequel to the above complaint, the Assistant Engineer/ Distribution / Station Road, Assistant Divisional Engineer/Distribution/Warangal and Divisional Engineer/Operation/Warangal, were directed to file their written submissions vide notice dated. 20.01.2011.

I. The Assistant Divisional Engineer/Distribution/Warangal, in his filings received on 04-03-2011, vide letter dated. 03.03.2011, stating the following :-

- a. Sri. G. Veera Bhadraiah Owner of the H. No. 8-3-73, Old Beet Bazar, Warangal he was given his house on rent basis to Sri. A. Laxminarayana, S/o. Shankaraiah in the Year 1986.
- b. Sri. G. Veerabhadraiah has represented the Assistant Divisional Engineer/Distribution/Station Road for removal of unauthorized electricity connection to his house fixed by his tenant Sri. A. Laxminarayana with S.C. No. 3746.
- c. The Assistant Engineer/Distribution/Station Road was given seven days notice to the tenant Sri. A. Laxminarayana vide Lr. No. AE/ Dist./Station Road/ WGL/ D. No. 734/Dt. 22.10.10, to give his explanation for how he obtained the service connection to the H. No. 8-3-73, otherwise the service connection will be disconnected without further notice.
- d. Sri. A. Laxminarayana has submitted his explanation vide letter Dt. 27.10.10, stating that he was staying in the H. No. 8-3-73, since 1986. Earlier to 1986 he was tenant of Sri. B. Venkataiah at H. No. 8-7-73, at the time he was taken a new meter in the name of Sri. B. Venkataiah, after vacating that house the same meter was fixed in the present house i.e., in H. No. 8-3-73 of Sri. G. Veerabhadraiah, by the then departmental persons.
- e. After giving the explanation by the Sri. A. Laxminarayana the Assistant Engineer was disconnected the supply during January, 2011 as the consumer not produced any evidence or proof of land documents and found in office records that the service was released in the H. No. 8-3-71 which was not existing accordingly.
- f. Sri. G. Veerabhadraiah, H. No. 8-3-73 was filed a complainant in Consumer Grievances Rederessal Forum on dated. 20.01.11.

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3. Analysis of the Case :-

The contention of the complainant Sri. Gunda Veerabhadraiah is that his tenant Sri. Adepu Laxminarayana has taken S.C. No. 3746 and fixed the meter in his house premises without taking any consent from him. Hence he has filed a petition to the Forum and requested to remove the said service connection.

It is observed from the report submitted by the Assistant Divisional Engineer/Distribution/Warangal that Sri. Adepu Laxminarayana has taken S.C. No. 3746 in the name of Sri. B. Venkataiah, H. No. 8-7-73 prior 1986 when he was residing in the house of Sri. B. Venkataiah. After 1986 when he has shifted to the house of Sri. G. Veerabhadraiah's house, the same S.C. No. 3746 was shifted to the present house premises by the then departmental staff.

It is not understood that how the departmental staff have shifted this service connection to the present house premises without verifying required documents from Sri. Adepu Laxminarayana as per the departmental rules in vogue.

The then departmental staff whoever may be held responsible are liable for initiating necessary departmental action for the lapses took place in this case for deviating the departmental rules in shifting of service connection un authorizedly to Sri. Adepu Laxminarayana.

However the respondents have disconnected the power supply to the S.C. No. 3746 due to non producing the evidence or proof of land documents by Sri. Adepu Laxminarayana during the month of January 2011.

The respondents have failed to solve the discrepancies arised in this case even after giving a representation by the complainant long back and forced him to lodge a compliant in the Forum. These types of delays in redressing the consumer grievances at the initial stages also be avoided atleast in future cases and provide good services from the department whenever the consumers are approached to them well-in-time.

4. ORDER :-

The respondents are directed to dismantle the service connection duly removing the meter if any available pertaining to the S.C. No. 3746 in the present house premises where Sri. Adepu Laxminarayana is living on rent basis in the house of Sri. G. Veerabhadraiah, H. No. 8-3-73, duly implementing the departmental rules in vogue.

Further the respondents are directed to take timely action on the petitions filed by the consumers on their grievances like in this case without fail and also initiate the disciplinary action against the defaulters.

The compliance report duly implementing these orders shall be submitted to the Forum within 15 days from the date of receipt of these orders.

5. 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 08th day of March, 2011.

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

Endt. No./C.P./C.G.R.F/NPDCL/WGL/C.G. No. 303/2011-1 Dt. 08.03.2011.

Copy to :-

The Superintending Engineer/Operation/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.**

