

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

**28<sup>th</sup> Day of May, 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. 309/2011 of Warangal Circle**

**Between**

Sri. Kolla Krishna Kumar  
News Reporter & Farmer  
R/o. Bandanagaram-Village  
Bachannapeta-Mandal  
Warangal-Dist.

**Complainant**

**AND**

1. Assistant Engineer/Operation/Bachannapeta.
2. Assistant Divisional Engineer/Operation/Cherial
3. Assistant Accounts Officer/ERO/Cherial.
4. Divisional Engineer/Operation/Jangoan.

**Respondents**

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Sri. Kolla Krishna Kumar, News Reported & Farmer, R/o. Bandanagaram-Village, Bachannapeta-Mandal, Warangal-Dist., hereinafter called as the complainant in his complaint dated. 24.02.11 received and registered on 28.02.11, 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 Sri. Kolla Krishna Kumar, News Reporter & Farmer has stated in his petition that he has applied for agricultural service connection for cultivating his agricultural land at his Laxmanpur-Village, duly submitting demand draft towards required amounts as per the departmental rules. His S.C. No. 166 has sanctioned during August, 2008.

**Contd.2**

- ii. But due to non sanction of 3 to 4 poles and service wire as required for his service connection, he is utilizing the power supply through his service wire due to which the service wire is spoiled for the lengthy distance.
- iii. He has requested the concerned Assistant Engineer and Divisional Engineer for sanction of required poles and wire, but they have not supplied/sanctioned the same.
- iv. Hence the complainant has requested the Forum for sanction of required poles immediately for his S.C. No. 166.

2. As a sequel to the above complaint, Assistant Engineer/Operation/Bachannapeta, Assistant Divisional Engineer/Operation/Cherial, Assistant Accounts Officer/ERO/Cherial and Divisional Engineer/Operation/Jangoan, were directed to file their written submissions vide notice dated. 03.03.2011.

I. The Assistant Accounts Officer/ERO/Cherial, in his filings received on 20-03-2011, stated the following :-

- i. It is to submit that Sri. Kolla Krishna Kumar, S/o. Venkat Reddy, R/o. Laxmapur was paid Rs. 1000/- towards security deposit for agricultural services connected load 5 HP through D.D. No. 698239/21.08.08, the same was received through PCB No. 16377/17.03.09 of Assistant Engineer/Operation/Bachannapet, the service was released on 20.12.08 with S.C. No. 166 of Laxmapur Distribution.

3. Hearing was proposed and conducted on 16.05.11 at 3:30 P.M. in the Chamber of Chairperson/Consumer Grievances Redressal Forum/NPDCL/Warangal, the hearing was attended by the respondents i.e., Assistant Engineer/Operation/Bachannapet and Assistant Accounts Officer/ERO/Cherial and Complainant Sri. Kolla Krishna Kumar has also attended the hearing conducted on the above said date. The respondents have made their remarks during the hearing conducted furnished as follows :-

I. **The Assistant Engineer/Operation/Bachannapet :-**

- i. The case was discussed in the Forum, and the Assistant Engineer/Operation/Bachannapet, has stated that the work will be executed within 20 days after completion of the work, and it will be reported to the Forum.

II. **The Assistant Accounts Officer/ERO/Cherial :-**

- i. The case was discussed in the Forum, the Assistant Engineer/Operation/Bachannapet has promised to complete the work within 20 days.

I. Further the Assistant Engineer/Operation/Bachannapet has furnished a report on the above said hearing date stating as follows :-

- i. His first appointment as Assistant Engineer/Operation/Bachannapet joined on 29.11.09, as per the office records the Sri. Kolla Krishna Kumar, S/o. Venkat Reddy has paid the agricultural demand draft in his name itself vide Registration No. 71/08-09/Dt. 17.09.08, Laxamapur-Village.

**Demand Draft Particulars :-**

- a. Development Charges – Rs. 5150/-, D.D. No. 437769/21.08.08.
  - b. Security deposit – Rs. 1000/-, D.D. No. 698239 and closed PCB No. 11259/17.09.08 & 16377/17.09.08.
- ii. The consumer paid demand drafts only for development charges and security deposit for his agricultural 5 HP motor service connection and he had not paid the demand draft for any service line charges for his 5 HP motor extension of LT line.
  - iii. At the time of registration he had not given a consent letter for requirement of poles and conductor to his bore well. So that while collecting development charges, service line charges were not collected for making the estimate and not collected by the Ex. Assistant Engineer/Operation/Bachannapet.
  - iv. Hence the line material cannot be procured as the consumer has denied to pay the service line charges cost.

**Contd.4**

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

The contention of the complainant is that though he has paid all amounts required by the department for sanction of agricultural service connection to him duly providing additional poles by way of Demand Draft and submitted to the department for sanction of agricultural service connection. But the department officials have sanctioned and released his agricultural service connection as required by him as per the payment particulars made by him without providing middle poles as required as per field position. Due to non providing three to four number poles to his service connection, the service wire was spoiled for the lengthy distance. Hence he has lodged a petition in the Forum for doing favourable action in connection with sanction of additional poles to his service connection as required at field by the departmental officials.

As per the report of Assistant Engineer/Operation/Bachannapet wherein he has submitted that at the time of 'A' form registered by the complainant he had not given a consent letter for requirement of poles and conductor to his bore well. So that while collecting development charges service line charges were not collected for making the estimate and not collected by the Ex. Assistant Engineer/Operation/Bachannapet. Hence the line material cannot be procured as the consumer has denied to pay the service line charges cost. As per the report submitted by the Assistant Accounts Officer/ERO/Cherial it can be observed that the complainant has paid an amount of Rs. 1000/- towards security deposit for his agricultural service connected load 5 HP through D.D. No. 698239/Dt. 21.08.08 the same was received through PCB No. 16377/Dt. 17.09.08, the service was released on 20.12.08 with S.C. No. 166 of Laxmapur Distribution. The complainant has also not provided any documentary evidence towards payment made by him in connection with service line charges.

However the Assistant Engineer/Operation/Bachannapet has submitted during the hearing conducted stating that the work will be executed within 20 days. After completion of the work, the compliance report will be submitted to the Consumer Grievances Redressal Forum/NPDCL/Warangal.

**Contd.5**

4. **ORDER :-**

The respondents are directed to complete the work as assured during the hearing i.e., within 20 days from the date of hearing conducted on 16.05.11 at 3:30 P.M. in the Forum and report compliance into the matter after completion of work to the Forum.

5. **Reasons for Delay :-**

There is a delay of about 44 days in deciding the petition. The reasons for delay are :-

- i. Non-receipt of reports from respondents.
- ii. Insufficient information filed by the complainants.

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 28<sup>th</sup> day of May, 2011.

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

**Endt. No. C.P./C.G.R.F/NPDCL/WGL/C.G. No. 309/2011-1 Dt. 28.05.2011.**

**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.

**//FORWARDED BY ORDER //**

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

