

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

**17<sup>th</sup> Day of May, 2010.**

**Present :** Sri. D. Narsinga Rao : Chairman  
Sri. K. Ramesh : Member (Legal)

**C.G. No. 270/2010 of Khammam Circle**

**Between**

Sri. Kowtha Srirama Chandra Murthy  
Potti Sriramula Veedhi  
Dammapeta – Village  
Dammapeta – Mandal  
Khammam – Dist.

**Complainant**

**AND**

1. Assistant Engineer/Operation/Dammapeta.
2. Assistant Divisional Engineer/Operation/Sathupally.
3. Divisional Engineer/Operation/Sathupally.

**Respondents**

**@@@**

Sri. Kowtha Sri. Rama Chandra Murthy, R/o. Potti Sriramula Veedhi, Dammapeta – Village & Mandal, Khammam-Dist., hereinafter called as the complainant, in his complaint dated. 11.03.2010, received and registered on 17.03.10 under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, has stated as follows :-

- i. he is having an agricultural pump-set connection at Dammapeta – Mandal, Mandalapally –Village on the Transformer Number 2979.
- ii. the transformer having with a capacity of 25 KVA.

**Contd.2**

- iii. presently there are three number of service connections are existing on the above transformer having with a load of 10 HP each service connection. Due to this the transformer is over burdened as its capacity is only 25 KVA.
- iv. out of the above three connections one number service connection was released recently.
- v. the above issue was brought to the notice of electricity officials i.e., Additional Assistant Engineer and Assistant Divisional Engineer his registered post letters on 06.11.2009 (Receipt Nos. 4525, 4526). Even after addressed the above letters to the officials and consuming number of days, the released service was not removed.
- vi. after obtaining the information from the above officials under Right to Information Act, my service number furnished as 64 instead of 69 i.e., indicating its capacity as 5 H.P. only.
- vii. he is furnishing herewith the payment particulars made by him for S.C. No. 64 along with D.D. numbers.

Date	D.D. Numbers	Amount
26.11.2001	080568	200-00
26.11.2001	080569	800-00
26.11.2001	122331	8000-00

- viii. as per the Lr. No. AE/OP/Dammapeta/D. No. 338/Dt. 28.11.07, he was paid an amount of Rs. 6450/- for release of additional load to his service vide D.D. No. 775649/Dt. 30.12.03.
- ix. as per the above information he had paid the amount to his S.C. No. 64 for the load of 13 HP still he has to be sanctioned another agricultural pumpset service connection which is mentioned in the above Assistant Engineer's letter.
- x. the concerned officials are stating that the transformer is having sufficient capacity of load, maintaining the false records and stated that there is no necessity to remove the service connection.
- xi. the complainant further requested to the Forum to do the Justice to him and make an enquiry on the officials for giving him wrong information and not maintaining the proper official records for which he may be paid compensation duly initiating the necessary action against the official for the above lapse.

**Contd.3**

2. As a sequel to the above complaint, Assistant Engineer/ Operation / Dammapeta, Assistant Divisional Engineer/Operation/Sathupally and Divisional Engineer/Operation/Sathupally, were directed to file their written submissions vide notice dated. 19.03.2010.

In response to the notice, the Assistant Divisional Engineer/Operation/ Sathupally, in his filings dated. 27.03.10, stated the following :-

- i. three number agricultural services existing on 25 KVA DTR with Serial Number 2979.
- ii. the details of Three number agricultural services are :-
  - a. S.C. No. 2105 - Dammapeta  
Consumer Name - Pasumarthi Annapurna  
Sanctioned Load - 5 HP  
Utilizing Load - 10 HP  
Development Charges Particulars - Rs. 5125/-  
Date of service released - 01.07.2006
  - b. S.C. No. 1824 - Dammapeta.  
Consumer Name - Pasumarthi Babu Rao  
Sanctioned Load - 7.5. H.P.  
Utilizing Load - 10 H.P.  
Date of service released - 09.01.2003  
Development Charges Particulars - 8000/-
  - c. S.C. No. 64 - Malkaram  
Consumer Name - Kowthu Sri Rama  
Chandra Murthy  
Sanctioned Load - 5 H.P.  
Date of service released - 30.11.2002.
- iii. all the three number services are existing on that DTR from 2006 only. No new service was released recently on that DTR. Due to this reason only no service was disconnected as the consumer requested in letter on Dt. 06.11.2009, the same was intimated to the consumer.

- iv. as per the representation in letter Dt. 06.11.09, the agricultural services have been inspected and additional load for development charges were collected and payment particulars for S.C. No. 1824, Dammapeta are :-
- |                                    |   |             |
|------------------------------------|---|-------------|
| a. Development charges particulars | - | 3000/-      |
| b. D.D. No.                        | - | 137231      |
| c. Date                            | - | 27.11.2009. |
- v. as per our records and field staff enquiry the S.C. No. 64 existing on the 25 KVA DTR with SI. No. 2979. The payment particulars shown in the application are closed in the name of Macherla Venkata Rajyalu at Gandugollagudem-Village for S.C. no. 64 and not in the name of Sri. K. Sri Rama Chandra Murthy in Dammapeta-Mandal.
- vi. the payment particulars Rs. 10,000/- and Rs. 6450/- as consumer represented for new service and additional load of 5 H.P. on S.C. No. 64 closed as per our records for service line charges. As per existing rules at that time, for 10 H.P. new agricultural service Rs. 10,000/- to be collected towards development charges and Rs. 1000/- SD Charges and Rs. 250/- service connection charges amounting total Rs. 11,250/-. This amount was not tallied with Rs. 10,000/-. Hence the amount may be closed for service line charges only. Similarly for 5 HP additional load Rs. 5000/- towards development charges Rs. 500/-, SD charges Rs. 125/- service connection charges amounting Rs. 5,625/- which is not tallied with Rs. 6,450/- as per the consumer report.
- vii. it is concluded that the amounts may be collected towards service line charges only as per PCB records and not for new service and additional load for S.C. No. 64.
- viii. but the amounts are clearly for service line charges in PCB in 2003 and the section officers are different in 2003 and 2007 and also the amounts were not tallying. Hence the amounts were not transferred to new service and for additional load the amounts may be collected for service line charges only.
- ix. it is to submit that the records are maintaining properly and the actual information communicated to the consumer as requested in RTI Act-2005, the same was intimated to the consumer.
- x. at present three number services are running on that transformer and no crop damaged occurred to any of the consumer on that DTR.

3. Based on the report submitted by the Assistant Divisional Engineer/ Operation/Sathupally, the hearing was proposed to conduct on 27.04.2010 at 12.30 A.M., in the Chamber of the Chairman/Consumer Grievances Redressal Forum/NPDCL/Warangal, but meanwhile, the complainant has submitted a representation to the Forum raising certain objections on the report of Assistant Divisional Engineer/Operation/Sathupally. The hearing was postponed and posted to conduct on 12.05.2010 at 11.30 A.M. During the hearing conducted on the said date, the respondents i.e., Assistant Engineer/ Operation/Dammapeta and Assistant Divisional Engineer/Operation/ Dammapeta have submitted their written statements as follows :-

- i. the consumer Sri. K. Srirama Chandra Murthy has shown DDs along with counter foil for 8 H.P. load for S.C. No. 64 and the same was closed in PCB No. 009213, Dt. 26.03.02 to a different person namely Macherlla Venkata Rajulu at Gondugollagudem. After enquiry with the Macherlla Venkata Rajulu for any proof, the load of S.C. No. 64 will be enhanced from 5 H.P. to 8 H.P.
- ii. the consumer Sri. K. Srirama Chandra Murthy has paid Rs. 6,450/- for additional load on S.C. No. 64 and closed in PCB No. 11120, Dated. 30.12.2003. Accordingly load will be enhanced from 8 H.P. to 10 H.P. as the consumer utilizing 10 H.P. load at present.
- iii. the consumer Sri. K. Srirama Chandra Murthy has paid Rs. 10,000/- and Rs. 2000/- for new service the same was closed in PCB No. 011120, Dated. 30.12.2003 on service line charges. But the previous Assistant Engineer wrote a letter to Divisional Engineer that the amount was wrongly posted to service line charges instead of development charges. Accordingly a new S.C. No. 83 was allotted by the then Assistant Engineer. A fresh release return will be sent to ERO for issuing the bills to the consumer.
- iv. on 25 KVA DTR, Sl. No. 2979, at present three consumers utilizing the supply with S.C. Nos. 64/Mallaram, 2105/Dammapeta and 1824/Dammapeta with sanction loads of 5 H.P., 5 H.P. and 7.5 H.P. respectively. But the consumers are presently utilizing 10 HP each. Due to which the DTR was over loaded. A fresh notices will be issued for consumers for payment of cost of DTR and lines if any for erection of additional DTR for overload relief on existing

DTR, otherwise the consumers should reduce the unauthorized additional load.

The complainant Sri. K. Srirama Chandra Murthy, has also submitted his written statement on the hearing conducted as follows :-

- i. he has requested to change D.D. paid by him on 26.11.2001 which is booked to some other one instead of his name and release the load to his S.C. No. 64 for 8 H.P.
- ii. he has requested to reduce the load on 2979 transformer which is already over loaded.
- iii. he has already paid DDs for release of S.C. No. 64 up to 8 HP and an amount of Rs. 6,450/- is also paid for release of additional load up to 10 HP and requested to implement the same to his S.C. No. 64 with load of 10 H.P. as per the payments made by him.
- iv. he has paid the following DDs for release of another S.C. No. 83 as follows :-

DD No. 904372/13.09.03 for Rs. 10,000/-  
DD No. 822536/27.11.07 for Rs. 2,000/-  
Total Rs. 12,000/-

And he has requested to issue the C.C. bills for the above released service connection so that he can pay the bills.

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

As per the contents of the complainant he has paid an amount of Rs. 9000/- for sanction of service connection charges and an amount of Rs. 6,450/- for release of additional load charges to the sanctioned S.C. No. 64. The detailed report particulars of DDs for the above said amount is as follows :-

- a. Service Sanction Charges : (Development Charges) :-

Date	D.D. Numbers	Amount
26.11.2001	080568	200-00
26.11.2001	080569	800-00
26.11.2001	122331	8000-00

Contd.7

b. Additional Load Charges :

Date	D.D. Numbers	Amount
30.12.2003	775649	6450-00

As per the above DD Particulars at "A" the complainant has to be released S.C. No. 64 with a load of more than 5 H.P. But the respondents have released the service connection with 5 H.P. only. Further the complainant has paid DD for an amount of Rs. 6,450/- for an additional load to the S.C. No. 64 as indicated at "B".

In the earlier instant the complainant has applied for release of another service connection for which he has paid an amount of Rs. 10,000/- and Rs. 2,000/- towards development charges vide D.D. No. 904372/Dt. 13.09.2003 and D.D. No. 822536/Dt. 27.11.2007 but the said amount along with Rs. 6,450/- as indicated at "B" were indicated in the PCB No. 011120 towards service line charges instead of development charges. However as per the orders issued in the C.G. No. 232/2008 of Khammam Circle, the complainant has released the S.C. No. 83 Mallaram Distribution based on the report submitted by the then Assistant Engineer/Operation/ Dammapeta, to the Divisional Engineer/Operation/Sathupally, vide his letter dated. 28.11.2007, stating that to treat the amount in PCB No. 11120, dated. 30.12.2003, posted as service line charges may be treated as development charges against both the amounts paid by the complainant as indicated above (i.e., Rs. 10,000/- & Rs. 6,450/-).

During the hearing conducted the complainant has also submitted his written statement stating that he was already released S.C. No. 83 and fixed the meter but the bills were not issued to him for payment and he has requested to issue the C.C. bills so that he can pay the amount.

5. **ORDER :-**

- I. The respondents are directed to issue the C.C. bills to the S.C. No. 83, by this if his services comes under non free service. Take necessary action as per the rules in vogue.
- II. The S.C. No. 64 may be regularized with a load from 5 H.P. to 10. HP as per the payment made by the complainant for 10 HP.
- III. The respondents are directed to take necessary steps for overload relief by proposing of new DTR under improvement on the present existing DTR No. 2979 by enhancing of load of S.C. No. 64 from 5 HP to 10 HP.

6. **Reasons for Delay :-**

The delay for 18 days due to non receipt of reports from the complainant.

7. 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.

8. The respondents are requested to implement the above order with in (15) days of receipt of this order and report compliance with in a week there on.

Signed on 17<sup>th</sup> day of May, 2010.

**Sd/-**  
**K. RAMESH**  
**MEMBER (LEGAL)**

**Sd/-**  
**D. NARSINGA RAO**  
**CHAIRMAN**

**Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 270/2010-1 Dt. 17.05.2010.**

**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).*

The Stock file.

**//FORWARDED BY ORDER //**

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

