

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

**29<sup>th</sup> Day of June, 2010.**

**Present :** Sri. D. Narsinga Rao : Chairman  
Sri. K. Ramesh : Member (Legal)  
Sri. A. Sudharshan Reddy : Co – Opted (Member)

**C.G. No. 276/2010 of Warangal Circle**

**Between**

Sri. Y.V. Kiran Krishna Rao  
Plot No. 101,  
Sapthagiri Colony  
Waddepally, Hanamkonda,  
Warangal – Dist.

**Complainant**

**AND**

1. Assistant Engineer/Distribution/NPDCL/Subedari. **Respondents**  
2. Assistant Divisional Engineer/Distribution/NPDCL/Hanamkonda.  
3. Divisional Engineer/Operation/NPDCL/Warangal.

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Sri. Y.V. Kiran Krishna Rao, R/o. Sapthagiri Colony, Waddepally, Hanamkonda, Warangal-Dist., hereinafter called as the complainant, in his complaint dated. 15.05.2010, received and registered on 19.05.10 under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, has stated as follows :-

- i. that he has applied for electricity connection, and as the connection poles are not near to his site, the departmental people have asked him to pay an amount of Rs. 8,345/- (Rupees Eight thousand three hundred and forty five only).

**Contd.2**

- ii. he has taken three numbers different demand drafts on different addresses, he has taken the DDs from SBH, NGO's Colony Branch on 20.05.2009 and submitted to the authorities. The department has sanctioned connection to him vide S.C. No. 2216 - 7629.
- iii. but the departmental authorities have not showed in shape of sanction of poles as on today which is making lot of inconvenience to him.
- iv. he has requested the Forum to take necessary steps to sanction electricity poles at an early date.

2. As a sequel to the above complaint, Assistant Engineer/ Distribution / Subedari, Assistant Divisional Engineer/Distribution/ Hanamkonda and Divisional Engineer/Operation/Warangal, were directed to file their written submissions vide notice dated. 19.05.2010.

The respondents have not filed their written submissions in support of the defence on the contents of the complaint even after giving stipulated time as mentioned in the notice served to the respondents by this Forum.

3. The hearing was conducted on 22.06.2010, in the Chamber of Chairman/Consumer Grievances Redressal Forum/Warangal/NPDCL/ Warangal at 3.00 P.M.

The hearing was attended by the respondents on the above said date i.e., the Assistant Engineer/Distribution/Subedari and Assistant Divisional Engineer/Distribution/Hanamkonda. The complainant has not attended the hearing conducted by this Forum.

During the hearing conducted, the respondents have submitted their written statement stating as follows :-

- i. It is to submit that extension of supply to Sri. Y.V. Kiran Krishna Rao, Plot No. 101, work will be completed within two days.

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

As per the contents of the complaint submitted by the complainant, it can be observed that the complainant has already paid an amount of Rs. 8,345/- (Rupees Eight thousand three hundred and forty five only) by way of demand drafts in different ways for three numbers on different addresses drawn at SBH, N.G.O.'s Colony Branch on 20.05.2009. But the respondents given only his service connection vide S.C. No. 2216 - 77629, but not sanctioned the required poles till-to-date due to which the complainant has faced much inconvenience for the long period. The respondents have submitted their written statement during the hearing conducted on 22.06.2010 at 3.00 P.M. stating that ***"Extension of supply to Sri. Y.V. Kiran Krishna Rao, Plot No. 101, work will be completed within two days"***.

5. **ORDER :-**

The respondents are directed to complete the work to the complainant within the time and submit a compliance report on the work performed to the complainant to this Forum within 15 days from the date of receipt of this order.

Further the respondents are directed to attend the complaints submitted by the consumers without deviating the norms as prescribed in the Citizen Charter to avoid the compensation to be collected from the concerned staff who will be responsible for taking delay for this type of cases. The respondents should be more careful atleast in future cases for not to occur

this type of delay in solving the consumer problems whenever they approach to the offices/field complainants of their problems for solving them.

Signed on 29<sup>th</sup> day of June, 2010.

Sd/-  
K. RAMESH  
MEMBER (LEGAL)

Sd/-  
A. SUDARSHAN REDDY  
CO - OPTED (MEMBER)

Sd/-  
D. NARSINGA RAO  
CHAIRMAN

Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 276/2010-1 Dt. 29.06.2010.

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.