



**BEFORE THE VIDYUT OMBUDSMAN
Andhra Pradesh & Telangana**

:: Present ::

C. Ramakrishna

Date: 20-08-2014

Appeal No. 152 of 2014

Between

Sri. K. Anantaiah, S/o Sri. Mallappa, Rukmapur Village, Peddemul Mandal,
Ranga Reddy Dt. 501 142

... Appellant

And

1. The AE/Operation/TSSPDCL/Peddemul/RR Dt.
2. The ADE/Operation/TSSPDCL/Tandur/RR Dt.
3. The DE/Operation/TSSPDCL/Vikarabad/RR Dt.

... Respondents

The above appeal filed on 13-03-2014 has come up for final hearing before the Vidyut Ombudsman on 12-08-2014 at Hyderabad. The respondents 1 to 3 above were present. Having considered the appeal, the written and oral submissions made by the appellant and the respondents, the Vidyut Ombudsman passed the following:

AWARD

2. The appeal arose out of the complaint of the consumer about non-release of agricultural service. The main grievance of the appellant is

that in spite of his approaching the CGRF and the CGRF giving favourable orders, the respondents have not acted in releasing the agricultural service.

3. The appellant stated in his appeal that he had taken a DD in the name of DE, Operation, Vikarabad for Rs. 5,450/- and submitted his complete application in the customer service centre on 17-12-2012; that the service was released without any intimation to him and that neither the material nor any DTr was released; that making any number of rounds around the offices of the respondent officers yielded no results; and that therefore he needs to be paid compensation as he had suffered crop loss for three seasons.

4. The respondents were issued a notice for hearing the appeal. When the appeal was posted for hearing on 05-05-2014, the respondent AE and ADE could not present their case at all. On 20-05-2014, the respondent AE submitted in writing that estimates for the release of service of the appellant could not be taken up earlier due to various reasons; that at present, the ongoing integration between SAP-CSC is not allowing processing of the estimate; and that a list of the consumers in whose cases, the preparation of estimation could not be completed due this ongoing SAP-CSC integration is sent to their higher authorities for preparing estimates and providing DTrs and lines.

5. On 23-06-2014, the SE, Operations, Ranga Reddy appeared in the matter along with the respondents. He explained that the release of lines and DTrs could not be taken up recently because of the embargo imposed due to the operation of the model code of conduct during the recently held General Elections and State Assembly Elections. He accepted that there was

inordinate delay and assured that the case would be taken up with the higher authorities to ensure that the service is released forthwith despite all the teething problems that are there in the ongoing integration of SAP-CSC.

6. On 08-08-2014, the respondent ADE informed in writing that the estimates were since prepared and sanctioned and that the work also was completed on 30-07-2014. For the hearing scheduled on 12-08-2014, the respondents were present and the appellant was not present. But the representative of the appellant called in, to inform that the work was completed to their satisfaction. In view of this, the question of compensation raised by the appellant in his appeal is not gone into, as not pressed for.

7. In the whole episode, it is clear that the intervention of the higher officers like the SE and DE has ultimately resolved the issue of the appellant. The respondent DE and the SE, Operation, Ranga Reddy are commended for their quick response on getting to know the problems faced by the appellant and it is expected that they would continue to act with the same enthusiasm in resolving the problems faced by the rural consumers, especially the ryots.

8. Therefore, the appeal is disposed of as settled.

9. This order is corrected and signed on this 20th day of August, 2014.

VIDYUT OMBUDSMAN

To

1. Sri. K. Anantaiah, S/o Sri. Mallappa, Rukmapur Village, Peddemul

Mandal, Ranga Reddy Dt. 501 142

2. The Assistant Engineer, Operation, TSSPDCL, Peddemul, Beside M.D.O Office, Ranga Reddy Dt.
3. The Assistant Divisional Engineer, Operation, TSSPDCL, Opp: Police Station, Tandur, Ranga Reddy Dt.
4. The Divisional Engineer, Operation, TSSPDCL, 33/11 kV Substation, Vikarabad, Ranga Reddy Dt. 501 101

Copy to:

5. The Chairman, C.G.R.F -2 (Greater Hyderabad Area), TSSPDCL, H. No. 8-3-167/E/1, CPTI Premises, GTS Colony, Vengal Rao Nagar Colony, Erragadda, Hyderabad - 500 045.
6. The Secretary, APERC, 11-4-660, 5th Floor, Singareni Bhavan, Red Hills, Hyderabad - 500 004.