BEFORE THE VIDYUT OMBUDSMAN
Andhra Pradesh & Telangana

:: Present ::

C. Ramakrishna

Date: 20-08-2014

Appeal No. 158 of 2014

Between

Sri. B. Balaiah, S/o Sri. Sayanna, Mansanpally 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 22-03-2014 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; that there was no response from the AE and the ADE for the last two years; that the DE informed him that it is not possible to keep the details of the applicants who applied before 26th October; that on approaching the CGRF for release of the service connection and seeking compensation, the CGRF ordered for release of service connection before 15th March; that in spite of the CGRF's order, the work was not done; that therefore he is praying for release of service connection and ordering of compensation for crop loss.

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

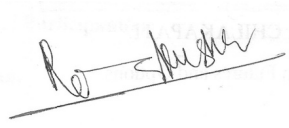
DTrs could not be taken up recently because of the embargo imposed due to the operation of the model code of conduct during the recently held State Essembly Elections and General Elections. He accepted that there was inordinate delay and assured that the case would be taken up with the higher authorities 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**.



To

1. Sri. B. Balaiah, S/o Sri. Sayanna, Mansanpally 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, Vengalaraonagar Colony, Erragadda, Hyderabad - 500 045.
6. The Secretary, APERC, 11-4-660, 5th Floor, Singareni Bhavan, Red Hills, Hyderabad - 500 004.