

## **BEFORE THE VIDYUT OMBUDSMAN**

Present

**K.Sanjeeva Rao Naidu**  
**Vidyut Ombudsman**

Dated: 08-04-2013

**Appeal No. 32 of 2013**

Between  
Smt.B.Syamala  
W/o.Narayan Rao  
Komati Street, Palasa  
Srikakulam Dist.

***... Appellant***

**And**

1. Asst.Engineer/operation/Palasa /APEPDCL/Srikakulam Dist
2. Assistant Divisional Engineer/ Operation / Palasa/ APEPDCL/Srikakulam Dist.
- 3..Divisional Engineer / Operation/APEPDCL / Tekkali/Srikakulam Dist.

***....Respondents***

The appeal / representation dated 05.02.2013 (received on 11.02.2013) of the appellant has come up for final hearing before the Vidyut Ombudsman on 20.03.2013 at Hyderabad. No representation on behalf of the appellant and respondents and having stood over for consideration till this day, the Vidyut Ombudsman passed / issued the following :

### **AWARD**

The appellant filed a complaint against the Respondents for Redressal of his Grievances and stated as hereunder:

“She has filed a complaint stating that her disconnected agricultural service connection has not been reconnected so far, hence she approached the Forum for Redressal of her grievance.”

2. The respondent no. 2 submitted his written submissions as hereunder:

*“As per the report of Assistant Engineer, Operation, Palasa, there is no service connection available in favour of B. Syamala under agricultural category in office records.*

*The unauthorized connection available was disconnected by the Section Officer. If the Consumer requires agricultural connection she has to register LT application in Call Centre, Palasa.”*

3. After hearing both sides and after considering the material placed before the Forum, the Forum passed the impugned order as here under:

- **The Complainant Consumer is hereby directed to register LT application in Call Centre, Palasa.**
- **All the Respondents shall take necessary action after registration at Call Centre and after receipt of all the necessary documents as per norms. Further, it is here by directs the respondents to once again verify all the old records to mitigate the financial burden against the consumer. If any proof found the same may be regularized immediately.**

**With the above direction, CG.No.322/12-13 is disposed off.**

4. Aggrieved by the said order, the appellant preferred this appeal questioning the same that though they have approached AE/ADE they refused to give service connection; and that they have submitted DDs, but the respondents did not respond, and requested this authority to order for release of service connection by the respondents.

5. Now, the point for consideration is, “Whether the impugned order is liable to set aside or modified? If so, on what grounds”?

6. The Forum has already directed the complainant to register an LT application at the Call Centre, Palasa. When this authority conducted an enquiry with the respondents, they have reported that the appellant has not submitted any application before the Call Centre, Palasa for release of service connection. The appellant has not attended before this authority inspite of notice served on her.

7. Even then, there is no other option except to direct the appellant to approach Call Service Centre, Palasa with an application for release of service connection. Soon after receipt of the application, the respondents are directed to release the service connection in accordance with the procedure and rules in vogue.

8. With this observation, the appeal is disposed.

This order is corrected and signed on this day of 8<sup>th</sup> April, 2013

**Sd/-**  
**VIDYUT OMBUDSMAN**