



**BEFORE THE VIDYUT OMBUDSMAN
Andhra Pradesh :: Hyderabad**

:: Present ::

C. Ramakrishna

Date: 08-01-2016

Appeal No. 3 of 2015

Between

Smt V. Ratnamba, H.No. 74-9-15, Prakash Nagar, Rajahmundry, East Godavari District.

... Appellant

And

1. The AE/Operation/D5/APEPDCL/Lalacheruvu/Rajahmundry
2. The ADE/Operation/APEPDCL/V.L. Puram/Rajahmundry
3. The DE/Operation/APEPDCL/Near Godavari Bund/Rajahmundry

... Respondents

The above appeal filed on 11-05-2015 has come up for final hearing before the Vidyut Ombudsman on 28-12-2015 at Rajahmundry. The appellant, as well as 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 a service connection that was applied for by her. Not satisfied with the order of the CGRF in the matter, she filed this appeal.

3. The appellant stated in her appeal that she had applied for two service connections on 23-02-2008; that while the DISCOM had released one service connection, the second connection was not released without assigning any reason; that even after approaching the CGRF, she was astonished to find the respondent ADE wrongly submitting before the CGRF that he had visited her premises and found that there were only four portions instead of the five portions that are there; and that even now this authority can depute the concerned officers to find out the truth and release the service connection that is applied for by her.

4. Notices were issued for hearing the matter. The respondent AE filed his written submission stating that the second service connection was not released for the reason that there is no separate portion and that the same was intimated to the consumer appellant; and that the consumer's contention that if the service cannot be released, she should be returned the amount of Rs. 2,625/- paid by her cannot be complied with in view of the extant rules.

5. During the hearing on 03-09-2015, the appellant filed a photograph of her premises claiming that there is in fact a separate portion that needs to be supplied electricity and also filed a written submission reiterating her earlier contentions. The respondents stated that they will again verify the premises and if they find an additional portion with a kitchen, they would release a new service connection as asked for by the appellant. On this submission, the respondents were given time and the matter was adjourned to 05-10-2015.

6. The respondents stated on 05-10-2015, that on their inspection they did find a separate kitchen as stated by the appellant and they would be releasing a service

connection shortly. In view of this submission, the matter was kept pending for the compliance report of the respondents regarding release of the service connection. On 28-12-2015, the respondents filed a compliance report showing that the service connection is released and the appellant also had filed a letter on 16-11-2015 stating that the service connection is since released.

7. In view of these developments, the issue is closed as settled and the necessity of giving a finding on the CGRF's order became nihil ad rem pertinent.

8. This order is corrected and signed on this 8th day of January, 2016.

9. A digitally signed copy of this order is made available at www.vidyutombudsman.ap.gov.in.

VIDYUT OMBUDSMAN

To

1. Smt V. Ratnamba, H. No. 74-9-15, Prakash Nagar, Rajahmundry, East Godavari District - 533 101
2. The Assistant Engineer, Operation, Rajahmundry-D5, APEPDCL, Operation Section, Lalacheruvu, Rajahmundry, East Godavari District - 533 103
3. The Assistant Divisional Engineer, Operation, Rajahmundry Town - II, APEPDCL, Operation Sub Division, V.L. Puram, Rajahmundry, East Godavari District - 533 107

4. The Divisional Engineer, Operation, Rajahmundry, APEPDCL, Operation Division, Ullithota Street, Near Godavari Bund, Rajahmundry - 533 101.

Copy to:

5. The Chairman, C.G.R.F., APEPDCL, P & T Colony, Seethammadhara, Near Gurudwara Junction, Visakhapatnam - 530 013
6. The Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Hyderabad - 500 004