



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

:: Present ::

C. Ramakrishna

Date: 02-12-2014

Appeal No. 45 of 2013

Between

**Sri. M. Shankaraiah and Others, Kudikilla Village, Kollapur Mandal,
Mahaboobnagar District**

... Appellants

And

- 1. AAE/Operation/Kollapur/TSSPDCL/Mahaboobnagar**
- 2. ADE/Operation/Kollapur/TSSPDCL/Mahaboobnagar**
- 3. DE/Operation/Nagarkurnool/TSSPDCL/Mahaboobnagar**
- 4. SE/Operation/ Mettugadda/TSSPDCL/Mahaboobnagar**

... Respondents

The above appeal filed on 14-03-2013 has come up for final hearing before the Vidyut Ombudsman on 27-11-2014 at Mahaboobnagar. The appellant, as well as the respondents were present. Having considered the appeal, the written and oral submissions made by the appellants and the respondents, the Vidyut Ombudsman passed the following:

AWARD

2. The appeal arose out of the complaint of the consumers about non-release of agricultural service connections.

3. The appellants stated in their appeal that they had complained about the non-release of service connection in spite of the orders issued by the CGRF. They prayed that suitable orders may be issued to see that they are released the agricultural service connections.

4. Notices were issued for hearing the matter. The respondent DE vide his letter dated 07-08-2014, forwarded the written submissions filed by the AAE, Kollapur saying that he is forwarding the report filed by the ADE, Kollapur. In the so forwarded submission, the AAE stated that the estimate was sanctioned on 06-03-2013 and the work was completed in June, 2013; that even after completion of the work, the consumers have not given a satisfaction letter about the work completion, as they are expecting that they will be paid some compensation. Vide his letter dated 14-10-2014, the respondent DE again forwarded another compliance report from the ADE, Kollapur. This compliance report of the ADE, Kollapur showed that the appellants are released service connection on 27-03-2014.

5. During the course of the hearing, the appellants confirmed that the service connections are now released and that in view of the fact that the service connections are since released, the appeal can be closed.

6. But, the very fact that the respondent DE submitted two contradictory

written submissions itself shows that all is not well with the way the field level officers are functioning at Kollapur and the respondent DE that is supposed to be supervising their work has not been doing his job well. He acted as a mere post office for forwarding their compliance reports without as much even looking at what they are stating and what they have accomplished or reporting compliance about. Because that is the way that officers at DE level are functioning in this circle, we are seeing maximum complaints of harassment from the public especially agriculturists. The letter of the AAE reports that the work has been completed way back in June, 2013. But the report of the ADE dated 11-09-2014 shows that the work has been completed on 27-03-2014. This is a clear case of botching up records to cover up their below par working and should actually invite disciplinary action from the controlling officer concerned. From the depositions made by the respondents before the CGRF, they ought to have completed the release of agricultural services before January 31, 2013. As per their own written submissions before this authority, since the work is completed by them only on 27-03-2014, a delay of 420 days has occurred in the release of service.

7. Let us now turn to the CGRF's order. As recorded by the CGRF in its order, the respondents committed before the forum that estimate for the agricultural service was prepared on 05-11-2012 and that the material will be drawn and services released before 31-01-2013. The CGRF had also noted in its order that the respondents have not been adhering to the seniority in releasing agricultural services and directed the SE to take action against the erring officials and report compliance to the forum. But the respondent appears to have not taken any such action as directed by the forum. This is not tolerable. The orders of the forum have to be complied with by the SE.

8. Having seen the CGRF's order and the lackadaisical response from the field officers up to the level of SE, this authority felt compelled to change tack to ensure that the respondents do their work and fulfil the commitments made by them before the Forum. That is why the matter was adjourned till the appellants confirm that they have been released agricultural services. It is unfortunate that the field level officers are taking the CGRF lightly and are acting with impunity by making false reports and giving commitments that they know they will not be keeping up. This is nothing but an act of perjury. This sort of behaviour calls for stringent action on the field level officers concerned.

9. Therefore, the respondent DISCOM, to whose Chairman and Managing Director a copy of this order is being marked, shall initiate suitable disciplinary action on the respondent officers for having committed perjury before the CGRF and this authority.

10. This order is corrected and signed on this 02nd day of December , 2014.

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

VIDYUT OMBUDSMAN

To

1. Sri. M. Shankaraiah and Others, Kudikilla Village, Kollapur Mandal,

Mahaboobnagar District -

2. The Addl. Assistant Engineer, Operation, Kollapur, TSSPDCL,
Mahaboobnagar District - 509 102
3. The Assistant Divisional Engineer, Operation, Kollapur, TSSPDCL,
Mahaboobnagar District - 509 102
4. The Divisional Engineer Operation, Nagarkurnool TSSPDCL,
Mahaboobnagar District - 509 209
5. The Superintending Engineer, Operation, Mahaboobnagar Circle,
TSSPDCL, Mettugadda, Mahaboobnagar District - 509 001
6. The Chairman & Managing Director, TSSPDCL, 6-1-50, 5th Floor,
Corporate Office, Mint Compound, Hyderabad - 500 004

Copy to:

7. The Chairman, C.G.R.F - 1 (Rural), TSSPDCL, H. No.8-3-167/E/1,
CPTI Premises, GTS Colony, Vengalraonagar Colony, Erragadda,
Hyderabad - 500 045.
8. The Secretary, TSERC, 11-4-660, 5th Floor, Singareni Bhavan, Red Hills,
Hyderabad - 500 004.