

BEFORE THE VIDYUT OMBUDSMAN

Present

Nagaraj Naram
Vidyut Ombudsman

Dated: 02 -08-2013

Appeal No. 82 of 2013

Between
M/s. Chilkuri Balaji Stone Crusher,
Vadlakonda – Village,
Jangaon – Mandal
Warangal Dist.

... Appellant

And

1. The Assistant Engineer/Operation/ APNPDCL/Jangaon
2. The Assistant Divisional Engineer/Operation/ APNPDCL/Jangaon
3. The Divisional Engineer/Operation/ APNPDCL/Jangaon

....Respondents

The appeal / representation filed on 05-07-2013. The appeal having stood over for consideration till this day, the Vidyut Ombudsman passed / issued the following :

ORDER

The complainant has sent a letter dated 05-07-2013 requesting that the service connection bearing No. 3708-1475/CAT-3B which was disconnected pursuant to orders of the CGRF may be directed to be restored.

2. It is the case of the appellant that as the firm was facing quarry problems they had opted for disconnection supply to avoid financial losses. The said difficulty /

problem has been resolved now and therefore power supply may be restored to the unit.

3. Earlier, the firm through its Managing Partner had approached the CGRF stating that due to financial problems they would like to close the stone crusher unit and therefore they wanted disconnection of power supply to the above mentioned service. The disconnection was not effected by the respondents despite representation. They are inclined to pay the balance dues for which the respondents may adjust from the amount deposited and return the remaining amount, if any.

4. The CGRF called for a report from the respondents and the said report stated that no application for disconnection has been received either in the Section office or Division office. Based on the letter of CGRF, the service was disconnected on 22-06-2013 and the Accounts Officer / Jangaon was requested to issue no due certificate after collecting all the arrears by adjusting the security deposit towards the service for enabling cancellation and dismantling of the service.

5. Based on the above status, the CGRF passed an order directing the respondents duly recording the fact of disconnection pursuant to complaint filed before it and requiring completion of formalities towards settlement of the dues and to file a report after redressal of grievance about dismantling of the service.

6. This authority after receipt of complaint had by letter dated 12-07-2013 required the respondents to furnish a report about the status of the above said service connection.

7. By letter dated 17-07-2013, the ADE/Operation/Jangaon had submitted that action as stated before CGRF has been undertaken, however dismantling of service has not been done in view of oral request of the consumer for non-cancellation of the service.

8. Now, this authority is of the opinion that the passing of order by the CGRF without there being a written request by the complainant to the respondents with regard to disconnection of service is uncalled for. It is also the opinion of the authority that unless a written request has been made and such request has not been acted upon with regard to services by the officers of the Discom, then only the role of CGRF comes into play. It is essential that the CGRF cross checks such complaints in detail before passing orders either favouring or rejecting the complaints.

9. The appeal of the complainant cannot be entertained as the CGRF has acted only in terms of its request and passed an order in its favour expeditiously. The said order cannot be interfered with as there cannot be any grievance against the said order, which is in favour of the complainant.

10. Inasmuch as, since the service is not dismantled according to the letter of ADE/Op/Jangaon, the service connection can be restored subject to payment of any charges either due or required to be paid afresh. This is without reference to the complaint before the CGRF or the observations made by this authority supra.

11. With the above observations, the appeal is disposed of. Accordingly a report may be filed within a period of 15 days from the date of receipt of this order as regards action taken by the respondents in the matter.

This order is corrected and signed on this day of 2nd August 2013

Sd/-
VIDYUT OMBUDSMAN