

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**

**On this the 21<sup>st</sup> day of May, 2015**

**In C.G.No:230/ 2014-15/Tirupati Circle**

***Present***

***Sri P.Venkateswara Prasad***  
***Sri A.Sreenivasula Reddy***  
***Sri T. Rajeswara Rao***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***

***Between***

Sri D.Bayya Reddy  
S/o Nallapa Reddy  
D.No:2-250-F-8-A  
Reddys Colony  
Madanapalli – Post Office  
Madanapalli  
Chittoor - Dist  
517325

Complainant

***And***

1.Assistant Accounts Officer/Madanapalle  
2.Assistant Engineer /North /Madanapalle  
3.Assistant Divisional Engineer/Town/ Madanapalle  
4.Divisional Engineer/Madanapalle

Respondents

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Sri D.Bayya Reddy S/o Nallappa Reddy is a resident of D.No:2-250-F-8-A,Reddys Colony, Madanapalle –Post Office,Madanapalle , Chittoor – Dist . herein called the complainant, in his complaint dt:12.03.2015 filed in the Forum on dt:12.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that:

C.G.No:230/2014-15/Tirupati Circle

1. He is the resident of D.No:2-250-5-8-A,Reddy Colony, Madanapalle –Post Office, Madanapalle, Chittoor – Dist.
2. He booked for five service connections on 29.11.2014 in the name of his son namely D.Ramachandra Reddy.
3. He consulted the A.E for service connections he said that you have applied for 6 meters so you must erect Transformer. On the next day he consulted the A.E. and but the A.E demanded amount from him .
4. After that he consulted ADE , but he has not responded for sanctioning of the service connections.
5. And again he met the ADE, he said that the file is with commercial section. He has proceeded to commercial section & consulted the concerned madam & she says that the A.E is not agreed to sanction.
6. He requested the Forum for sanction orders for four service connections and cancel one service connection.

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-2 ,3 and 4 The Additional Assistant Engineer/Distribution North/Madanapalle , Assistant Divisional Engineer/Town/Madanapalle & Divisional Engineer/Madanapalle, in their written submission dt:23.03.2015 which is similar received in this office on dt:26.03.2015 stated that:**

1. The consumer namely Sri D.Ramachandra Reddy,S/o Bayya Reddy, Reddy's colony, Madanapalle has applied new 5no,s., Category –I services for a load of 15.0KW(each service for 3.0KW) in Reddy's colony of North section, Madanapalle.The above consumer is already having 1 no., 5.0 KW category-I service in the premises.

2. Further this is to submit that the Chief General Manager/Operation/APSPDCL/Tirupati has issued instructions for releasing of new services to the group houses vide Memo.No.CGM/O/DE/Comml/F.Circulars/D.No.986/2013,dated 11.10.2013.Based on the above instructions , the Additional Asst.Engineer/North/Madanapalle has prepared an estimate for releasing of 5nos., Cat-I services in favour of Sri D.Ramachandhra Reddy S/o Bayya Reddy, Reddy,s colony, Madanapalle and got sanctioned vide Memo.No.DE/O/MPL/NP-No.199/2014, DATED 26.12.2014.
3. Accordingly the demand notice was issued to the above said consumer for payment of Rs 1,59,800/- towards releasing of 5nos., new cat-I services in respect of the said consumer please.
4. In response to the demand notice the consumer has represented the AAE/North/Madanapalle and stated that he is not willing to take one no.3KW service connection and requested for reducing load from 20.0KW to 17.0KW .The consumer has also stated that he is not willing to pay cost of the estimate and requested for issuing of 4 nos ., services which were he applied already without collecting any amounts from him.
5. Accordingly , the AAE/North/Madanapalle has submitted letter to the ADE/O/Madanapalle duly requesting certain instructions for taking further action on the representation of consumer received as said above vide Lr.No.AAE/N/MPL/D.No.345/2015, dated 03.03.2015.
6. The Assistant Divisional Engineer/Operation/Madanapalle has also submitted letter to the Divisional Engineer/Operation/Madanapalle for issuing of certain instructions on the consumer's representation vide reference Lr.No.ADE/O/MPL/D.No.245,date 04.03.2015.

7. The Divisional Engineer/Operation/Madanapalle has returned proposal for reduction of load as requested by the consumer vide Memo.No.DEE/O/MPL/Comml/D.No.971/2015,dated 23.03.2015.
8. In view of the above circumstances explained, this is humbly to submit that they have discharged their duties as per the Rules & Regulations of the Department. The A.E has never asked any type of amount in the shape of bribe from the above said consumer and he has taken each and every step for releasing of new services to the group houses as per the instructions of the Chief General Manager/Operation/APSPDCL/Tirupati
9. This is to humbly that the consumer has lodged false complaint against him due to regret about demand notice issued for payment of deposit amounts for releasing of new services to the group houses as he is unable to pay the estimated cost.

Further the consumer has stated in his letter dated 08.04.2015 that his son Sri D.Ramachandra Reddy who was residing at States(abroad)as Software Engineer owning a newly constructed house at Madanapalle with one 3 phase supply service and applied for 5 Nos .of new services and also paid the registration charges. Further his son advised him to look after the process furtherance of the action by the A.P.Transco being the Power of Attorney.The Transco authorities took the action to releases the 5 Nos .of domestic service and prepared the estimate and issued notice to pay the amount according to the terms and conditions.

He has requested for reduction of contracted load form 3.0 KW to 2.00 KW for 4 services and request to release the supply and placed the proposal papers at Call Centre ,DE'S Office,Madanapalle for only two services.In its instructions by the CGM vide Memo /CGM/O/DE/Comerl/F.Circulars/D.no .986/13 the minimum load for group of services have to be maintained as 3.00KW for each services.He has to state that he

has decided to apply for new two services at each 3.00 KWs which arrives at total 6.00KW because his son residing at U.S and his presence may not be here to look after any disputes or litigation with Municipal Authorities, Revenue Department as well as A.P.Transco for the reasons stated above the powers delegated to him vide Power of Attorney.

The estimate said to have been prepared for 5 Nos new services in respect of Sri D.Ramachandra Reddy Vitiata and requires to be ignored as the person is not in our country to avail supply in his name.

In view of all the above facts he has applied only two new services of both connected and contracted load of 3.00KW each wherein no estimate in large and prepared to pay the charges as per the terms and conditions and request to kindly examine the entire facts and to consider to issue instructions for his grievances by your esteemed authority for which act he shall remain ever grateful to you sir.

**Findings of the Forum:**

1. During the Vidyuth Adalath conducted at Madanapalle on 12.03.2015, Sri Bayya Reddy of Reddy colony has filed a petition before the Forum and requested to do Justice by releasing domestic services requisitioned by his son Sri Ramachandra Reddy .The Complainant has also leveled allegation against the Respondents No 2 i.e the AE/North Madanapalle.
2. The Respondents 2,3,4 have submitted their submissions separately which are similar reveals the implementation of instructions contained in memo no CGM/O/DE/COML/F.circulars/986/2013 dated 11.10.2013 have made them to prepare an estimate for extending supply to the complainants services.
3. The Complainant after receipt of copy of submissions of Respondents 2,3 and 4 to the Forum again approached the Forum and filed 'rejoinder ' to the main petition (which

was also sent to the Respondents) requesting to released only 2 new services of 3 KW each and expressed his willingness to pay the charges as per the terms and conditions.

**ORDER**

The Respondents are directed to collect the development charges , SD Charges in accordance with APERC Regulations for the 2(Two) services as requisitioned by the complainant and release the service immediately as per the standing instructions inforce. The Respondents are also directed to delete those applications as per the request of the complainant.

The Licensee is requested to take necessary action against the staff who demands bribe under guise of implementation of instructions from corporate office.

Accordingly the case is disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 21<sup>st</sup> day of May 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(Accounts)**

Sd/-  
**Chairperson**

**True Copy**

**Chairperson**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

