

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

On this the 15th day of July 2017

In C.G.No: 53/2015-16/Vijayawada Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao
Sri. Dr. R. Surindra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

Sri. V. Srinivasa Rao,
C/o. Gandhi,
1-139,
Chatrai,
Chatrai Post Office,
Krishna-Dist

Complainant

AND

1. Assistant Engineer/O/Vissannapeta
2. Assistant Divisional Engineer/O/Vissannapeta
3. Divisional Engineer/O/Nuzveedu

Respondents

1. Sri. Vallabhaneni Srinivasa Rao S/o. V. Gandhi resident of D.No.1-139 Chatrai Vissannapeta (M) has lodged a complaint before this Forum on 11.02.2016 during the Vidhyut Adalat held at Kankipadu. The Complainant in his elaborated complaint has explained that he has requisitioned for 2 No's Agl. services for his bore well existing in Survey No.528 of Vissannapeta (V) during 2006. As per the estimate sanctions he has paid the demanded amounts in the shape of 3 DDs consisting of Rs.10,000/- in favour of DE/Rural/Vijayawada, Rs.600/- in favour of AAO/S-ERO/Tiruvur and Rs.250/- in favour of DE/Rural/Vijayawada. All the 3 DDs were handed over to the Respondent 1 duly furnishing agreement on Rs.100/- stamped paper. Despite his repeated approaches to all the Respondents the new services were not released. Further the Complainant has also alleged that all his efforts made during the last 6 years to get new Agl. Services ended in futile. The Respondents have simply advised him to apply for new service connections afresh by paying Rs.60,000/-. Since he belongs to middle income group farmer and

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wholly depending upon Agriculture he has expressed all his difficulties, mental agony and financial crunch undergone by him during past years due to lack of crops and finally requested to do justice by arranging new Agl. services.

2. The Respondents 1 & 2 in their joint submission have simply submitted that the Respondent 1 has personally attended to the complaint and released the Agl services and assigned service numbers 6633300006812 and 6633300006819.
3. When the Complainant has been contacted through his mobile by the Secretary/CGRF at 11.55 A.M. on 14.06.2017, the Complainant has acknowledged that his grievance has been resolved by releasing new Agl. services.
4. On perusal of the bill details downloaded from the APSPDCL website under the caption Know Your Bill it is evident that the above said two services were released with date of supply of 10.12.2010 and 10.08.2006 respectively.

ORDER

As a result of the above the case is accordingly disposed off in favour of the Complainant.

Sd/-signed on 15.6.17
Member(Finance)

Sd/-
Independent Member

Sd/- on 20.7.17
Chairperson

Opinion of Member Technical:

As concerned of this case, the contents is purely involved in Technical. Without concurrence & conclusion of 'Member/Tech' when available as full time in the Forum, the practice of disposal of the case which is against the standard Departmental procedure has been dealt and concluded by Member/Finance is differed.

-Sd/-

Member (Technical)

Perused the dissent opinion of Member/Technical. As per the Rule 7.6 and 13.1 of Regulation No:3 of 2016, the decision of majority of the members shall be the decision of the Forum. Hence the complaint is disposed off in favour of complainant in accordance with decision of majority members.

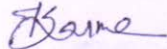
-Sd/-

Chairperson

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

This order is passed on this, the 25th day of July 2017.

Forwarded By Orders



Secretary to the Forum

To

The Complainant

The Respondents

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

Copy to the Nodal Officer(Chief General Manager/Planning)/CGRF/APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.