

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

**On this the day of 26<sup>th</sup> June 2018**  
**In C.G.No:246/ 2016-17/Nellore Circle**

*Present*

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

Chairperson  
Member (Finance)  
Member (Technical)  
Independent Member

*Between*

Sri. M. Pedda Nagaiah,  
S/o. Nagaiah,  
East chennampalli,  
Varikuntapadu (M),  
Nellore -Dist

Complainant

**AND**

- |   |             |
|---|-------------|
| 1. Addl Assistant Engineer/Varikuntapadu              | Respondents |
| 2. Assistant Divisional Engineer/Operation /Udayagiri |             |
| 3. Divisional Engineer/Operation/Atmakur              |             |

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1. The case of the complainant is that he paid Rs.5,300/- by way of two Demand Drafts and service connection was provided to him with AGL service connection No.190 but after computerization of records he was informed that service connection number was not allotted to him in the computerized records . Hence service connection number to his AGL service to be provided.
2. Respondent No.3 filed written statement stating that complainant already approached their office verified and found that DD No.652181 Dt: 17.11.2008 was received by the office during December'2008 but there was no proof that the said DD belongs to the complainant. When they approached the Syndicate Bank, Varikuntapadu to find out to which account the DDs were credited but bank replied that they have no such information.
3. Personal hearing was held on 16.05.2018 at Nellore Circle Office. Complainant filed Photostat copy of letter addressed by him to the Branch Manager Syndicate Bank, Varikuntapadu containing the endorsement of the Branch Manager. The Branch

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**DISPATCHED**  
DATE 28/6/18

9/11

Manager certified that DD No.652181 for Rs.5,000/- was paid on 06.01.2009 and DD No.652182 for Rs.300/- was paid on 03.12.2008. Complainant also filed Photostat copy of security deposit payment pass book issued in the name of Complainant for service No.190. It shows that complainant paid Rs.700/- on 13.11.2008 and Rs.80/- on 26.6.2009 respectively. The Photostat copy of payment Challan of DDs pertaining to Syndicate Bank shows that two DDs for Rs.5,000/- and Rs.300/- were obtained on 17.11.2008. The endorsement of the Branch Manager on the application of the complainant shows that two Demand Drafts for Rs.5,000/- and Rs.300/- were paid on 06.01.2009 and 03.12.2008 respectively. Complainant also filed payment receipts issued by the Licensee for Service Connection No.190.

4. The contention of the complainant that service connection was given to him with service connection Number.190. He paid amount to the Licensee on different dates but later respondents represented that the service connection No.190 does not belongs to him. So he is requesting to provide service connection Number to his existing electricity service connection. On the other hand the contention of the respondents is that there is no record available with them to show that DD No.652181 for Rs.5,000/- was really paid by the complainant. Respondents have not given any reasonable explanation how complainant was given deposit payment pass book for service connection Number.190. There is no need for the complainant to pay security deposit and also periodical payments to the department unless service connection was provided to him. It is not the case of the respondents that complainant is not availing electricity supply. The only presumption that can be drawn is security deposit pass book for service connection No.190 was given in the name of complainant without making correspondence entries in the registers maintained by the Licensee. The contention of the respondents is that as there was no record with them to show the above said DDs were actually taken by the complainant. So they will not provide service connection No. to the complainant is not tenable. Complainant cannot be penalized for the omissions and commissions committed by the employees of the Licensee. So complainant is entitled for the service connection No for his AGL service connection .The point answered accordingly.
5. In result, the Respondents are directed to assign Agriculture service number and compliance reported within 30 days from the date of receipt of this order.
6. Accordingly the complaint is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, and 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.

This order is passed on this, the 26<sup>th</sup> day of June 2018.

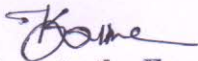
Sd/-  
Member (Finance)

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/  
Chairperson

**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/Operation)/CGRF/APSPDCL/TPT  
Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor,  
Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.  
Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills,  
Lakdikapool, Hyderabad- 500 004.

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