

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

On this the day of 29th May 2018

In C.G.No:34/ 2017-18/Ongole 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. R. Venugopal Reddy,
S/o. Venkateswara Reddy,
Tetupuram,
Muddanuru (P)
Kothapatnam (M),
Prakasham-Dt.

Complainant

AND

1. Assistant Engineer/ O/Tanguturu (R)
2. Assistant Divisional Engineer/O/Ongole Rural 2
3. Divisional Engineer/O/Ongole

Respondents

1. Sri. R. Venu Gopal reddy resident of Tetupuram(V) Tanguturu (M) Prakasham Dt presented a complaint on behalf of his mother Smt. R. Venkamma W/o. Venkateswara Reddy through post and the same was registered as C.G. No.34/2017-18.
2. The complainant has informed that his mother has applied for 63 KVA Transformer on 29.10.2016. On her application the Respondent No.1 has prepared an estimate and the same was sanctioned by the Respondent No.3. Based on the estimate sanction he has paid an amount of Rs.63,300/- through DD. Later the Respondents have issued one transformer and meter. But the transformer was left un-erected and the meter was also not fixed for the last seven months. Due to non extension of supply he has lost nearly Rs.10,00,000/- in aqua culture. Finally he has requested to arrange to release the service and arrange to erect the transformer.
3. The Respondent No.3 in his written submission has informed as follows :

ESPATCHED

DATE

11/6/18

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1. Smt. Venkamma Mother of the complainant has applied for 45 HP aqua service in Sy.No.386/1 at Tetupuram (V) hamlet of Ananthavaram Tanguturu (M)
 2. The estimate was sanctioned vide WBS No. E-2016-03-03-22-04-020 and the applicant has paid the necessary charges.
 3. The department has issued work order and the transformer and allied materials drawn and the work was taken up in the place where applicant has shown in the field.
 4. Certain neighbouring consumers raised objection stating that the land in which the work was taken up belongs to Government land and insisted not to take up the works.
 5. Then the matter was referred to Mandal Tahsildar and he has clarified that the land pertains to Government and not to issue power connection. Complainant applied for service connection in Sy.No.386/1 where as requesting to extend supply in Sy. No.248/A-Hence the work was stopped and the department could not issue power connection.
 6. There after the complainant has requested to release the service connection in Sy.No.386/1. Since there are disputes with the land, the matter was referred to Mandal Tahsildar to show the boundaries between the Government land and field shown by the applicant.
 7. Reply from Mandal Tahsildar is awaited and hence supply cannot be extended to the complainant and there is no fault on the part of the department.
4. Personal hearing was conducted on 17.10.2017 at the Office of the SE/O/Ongole and further hearing was also conducted on 12.12.2017 at the Forum Office. Both the Complainant and Respondents. 1,2 and 3 present for the hearing.
 5. Heard both the parties.
 6. The Respondent No.3 in his final submission has averred that a new service was released in favour of Smt. R. Venkamma, mother of the complainant on 18.01.2018 with service connection No. 165 vide Sy. No.386/1.
 7. During the teleconversation with the complainant by the Secretary/CGRF at 05.46. P.M. on 15.02.2018, the Complainant has confirmed about the extension of supply to his aqua culture service.

8. In as much as the grievance of the complainant has been redressed by the Respondents by releasing service connection, the complaint is disposed off in favour of the complainant.

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 29th day of May 2018.

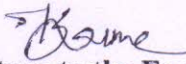
Sd/-
Member (Finance)

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 ,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.

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