

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

**On this the 28<sup>th</sup> day of December 2018**

**C.G.No:334/2017-18/Tirupati 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**

P.Hameed Khan,  
D.No:13-84,  
Bazar Street,  
Pungunur  
Chittoor -Dist

Complainant

AND

1.AE/Pungunur  
2.ADE/Pungunur  
3.DE/Madanapalli

Respondents

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**ORDER**

1. The present complaint is filed for non-releasing of agriculture service connection.
2. Respondents filed joint written submission stating that they have suggested to the consumer for booking an application in Mee-seva for preparation of estimate to release agriculture service connection and if the cost of estimate exceed more than the subsidy amount offered by the licensee, the excess costs of estimate has to be paid by the consumer.
3. The point for determination is whether the complainant is entitled for release of agriculture service connection ?
  - Respondents have not perused the Photostat copies of receipts filed by the consumer along with the complaint. No Remarks were made by them on these receipts. When the Secretary of the Forum contacted the Respondent No.3 he reiterated the version mentioned in their written submission. Complainant appeared before the Secretary of the Forum on 17.12.2018 and had shown the original receipts issued by the employees at distribution Pungunur for Rs.25/- and

**DESPATCHED**  
DATE 31/12

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Rs.1000/- dated 05.05.2004 and Rs.5000/- dated 05.05.2004 respectively. Respondents didn't dispute about the genuineness of these receipts. Respondents have also not explained why this service connection was not released when the consumer has paid the amount about 14 years back and why they are insisting the consumer to register a fresh application for new Service connection at the Mee-seva. Insisting the consumer to register an application for new Service connection in the year 2018 when already he applied for Service connection in the year 2004 is arbitrary and illegal.

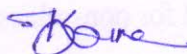
4. In view of the above reasons, the Respondents are directed to release the agriculture service connection forthwith and submit the compliance report within 30 days from the date of receipt of this order.

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.

This order is passed on this, the day of 28<sup>th</sup> December 2018.

Sd/- Member (Finance)	Sd/- Member (Technical)	Sd/- Independent Member	Sd/- Chairperson
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**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 (Executive Director/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.