

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

On this the day of 20th February 2018
In C.G. No: 38/ 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

Smt. B. Ranemma,
C/o. Reddeppa Naik
Sugalimitta,
Punganur,
Chittoor – Dist

Complainant

AND

1. Assistant Engineer/O/Punganur Rural
2. Assistant Divisional Engineer/O/Punganur
3. Divisional Engineer/O/Madnapalli

Respondents

1. Consumer filed a petition in the Forum for A) Delay in releasing of AGL services. B) Compensation for the delay caused and C) Taking action on concerned departmental staff for the delay.
2. Respondents No. 1 and 3 have submitted their individual written submissions to the Forum which are almost similar. In their statement they submitted that the 3 phase 15 KVA distribution transformer was already erected to the consumer and the consumer Service. No. is assigned as ASC No.2569 of Palempalli distribution on 16.06.2017. Since the complainant differed to the statement given by the Respondents when contacted him over the phone by the Forum, the personal hearing was conducted on 24.10.2017.
3. After hearing both the parties during the personal hearing conducted at the Court Hall/CGRF Tirupati, the Forum directed the Respondents to conduct a joint inspection of the consumer's field and to submit report by 7-11-2017. Accordingly the Respondent No. 3 had submitted his representation stating that the complainant

C.G.No.38/2017-18_Tirupati Circle

DISPATCHED
DATE
22/2

dc

was satisfied with the departmental work as the Respondent No. 1 had erected 1 No. additional Distribution Transformer to her agriculture service and released the service bearing number ASC.No. 2569 of Palempalle distribution. Respondent No. 3 also enclosed consumer satisfaction letter and a photo of the complainant's husband standing along with the department persons near the Transformer to his written submission.

4. As the complainant differed to the reply given by the Respondents during the teleconversation by the Secretary, a field inspection was carried out by Member Finance/ CGRF followed by the secretary to the Forum on 12.12.2017 assisted by Respondent No's. 1,2 and 3. At the field inspection site complainant and her husband were present. Complainant's husband represented on behalf of the complainant.
5. During the field inspection the complainant had shown a bore well situated near to the 16 KVA (Indira Jala Prabha) Transformer. It is a bore well without any motor fixed to it. The complainant stated that they have filed a petition in the Forum for energizing this bore well. The Respondents advised the complainant to fix electrical motor to his bore well so that they will provide electrical supply from the existing 16 KVA DTR(IJP) since the same is being fed for only two Agriculture Services and can cater to the present load also. But the complainant did not accept the advice of the Respondents. But insisted for a separate transformer to his bore well. Even though Sri. A. Srinivasulu Reddy, Member/Finance/CGRF tried to explain that providing a transformer exclusively to himself is not according to the rules of the company and advised him to have a electrical connection to his bore well, the complainant did not listened the words of the Member/Finance and left the spot adamantly. Even the complainant was several times enquired by the Member/Finance whether he need electrical supply or a transformer, every time he replied that he need a transformer.

Further the Respondents have submitted that there is also a AGL Service Connection vide Service. No. 730 in the name of the complainant Smt. B. Ranemma since 1994.

6. From the above it can be concluded that the complainant is more interested in having separate DTR for himself rather than supply to his AGL bore well to cultivate and since issuing a DTR to Complainant is not as per the procedure laid down in vogue.

The jurisdiction of the complaint is not in the purview of the Forum. Hence the complaint is dismissed.

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, 20th day February 2018.

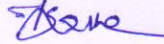
Sd/-
Member (Finance)

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.