

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

On this the 9<sup>th</sup> day of January 2018  
In C. G. No: 79/ 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*

Sri M.Suguneswari,  
D.No:-4-1-1380,  
Patnool Street,  
4<sup>th</sup> Ward,  
Tirupati,  
Chittoor - Dist

Complainant

*AND*

1. Assistant Engineer/O/Tirupati - West  
2. Assistant Divisional Engineer/O/Tirupati – OSD I  
3. Divisional Engineer/O/Tirupati

Respondents

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**ORDER**

1. Smt. M. Sugneswari of Patnool Street, 4<sup>th</sup> ward , Tirupati , Chittoor -Dist presented a complaint before this Forum in person and same was registered has C.G.No:79/2017-18/Tirupati Circle. The complainant in her compliant has alleged that the Respondent No.1 is intentionally not releasing the domestic service connection on the pretext that the house is very small and not having a separate kitchen. She has also enclosed a representation issued to the Respondent No.1 wherein she has requested to release domestic service connection and change one service connection from Cat-II to I .
2. The Respondent No.1 &2 filed their written submissions separately but the contents are one and the same. The Respondents in their submissions explained that both of them have inspected the premises of the complainant and found that two number services connections are applied on 21.03.2017. By that time the said portions are not constructed in full shape now the construction work is completed and hence based on the representation of the complainant two number services were released with sc.No:5523500123758 & 5523500123759 on 31.08.2017. The Respondents

C. G. No. 79/2017-18\_Tirupati Circle

**DISPATCHED**  
DATE 18/1/18

have also further submitted that since the complainant is availing Sc No : 5523500123725 for paying Women's hostel the request of the complainant to change the category from II to I is not possible and accordingly intimated to complainant also.

3. A personal hearing was conducted on 24.10.2017 at Tirupati the complainant has not attended to the hearing but the Respondent No.1 and Respondent No.2 have attended.
4. Heard to the Respondents and the Respondents were directed to submit a detailed submission on the complaint.
5. The Respondent No.1 has submitted a detailed written submission on 28.10.2017 wherein he has informed that the complainant has registered two number Cat -I services application and one no. non- domestic service application vide Register No: S15168 & S15169 for Cat-I and S15165 for Cat-II service on 21.03.2017 at department call centre , Tirupati . The line man of the distribution on 22.03.2017 found that the construction of building is not completed for releasing the services all the three meters were returned to Section Office and the same were returned to call centre on the same day .i.e on 22.03.2017. The complainant has re-registered an application on 31.03.2017 for non-domestic service for working women's hostel after completion service wiring Sc .No: 5523500123725 was released on 02.04.2017. The Respondent have also further submitted that the complainant has given a representation on 07.06.2017 for releasing two number domestic services and change of category of one service from Cat-II to I which was released on 02.04.2017. the Premises was inspected on 08.06.2017 and noticed that 3<sup>rd</sup> floor room work is not completed in full shape and hence advised the complainant to complete the construction work with a separate kitchen for release of new services. He has also informed to the complainant that the change of category of SC.No: 5523500123725 is not possible since the supply is used for working women's hostel i.e. other than domestic purpose. Soon on receipt of notice from the Forum he himself and Respondent No.2 have inspected the premises of the complainant on 22.08.2017 and noticed that internal wiring work was not completed and hence advised the complainant to complete the work and provide a separate kitchen for releasing of domestic service. The Respondents further submitted that the complainant has re-registered application on 31.08.2017 and based on it two new services were released out of which one service for common facility and bore motor on

31.08.2017. Finally the Respondent has prayed to dispose the case as the grievance is fully resolved.

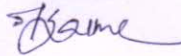
6. In the circumstances explained above, since the Respondents released the service connections as per the departmental guidelines, the complaint is disposed off in favour of the Respondents.

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 9<sup>th</sup> day of January 2018.

Sd/-                      Sd/-                      Sd/-                      Sd/-  
Member(Finance)      Member(Technical)      Independent Member      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/Planning)/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.