

**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:184/2018-19/Guntur 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**

Syed. Adam Saheb,  
5-60-78/1,  
5<sup>th</sup> Line,  
Cobaltpet,  
Guntur -Dist

Complainant

**AND**

1. AE/O/D-8 /Guntur
2. ADE/O/Town-2/Guntur
3. DE/O/Town- 1/Guntur

Respondents

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**ORDER**

1. Syed. Adam Saheb stated to be the President of Consumer's Development Committee, Guntur presented a complaint during the Vidhyut Adalat held at Guntur on 25.07.2018. In his complaint the complainant has brought following problems being faced by the consumers of Guntur District :

- i) For residential areas ranging from 75 Sq. Yards to 100 Sq. Yards electricity supply shall be given under LT Category - I. But in rural section the AE and the staff are informing the consumers to extend supply only under Category-II.
- ii) Though service connections are to be released under LT Category-I for the houses constructed under NTR Scheme, the officers are informing that services will be released under Category -II only.
- iii) There is low voltage problem in certain areas in D-8 section. The same is to be rectified by enhancing the DTR capacity or by installing new DTRs.
- iv) The consumers desirous of taking new services shall register their applications in mee-seva centers. But in some rural sections the AEs and staff are instigating the consumers to pay the amounts through them and getting benefits.
- v) Departmental staff are insisting and collecting money un-authorizedly from the consumers of D-10 section, D-7 section and rural section.
- vi) Vidhyut adalats and awareness camps shall be conducted mandal wise in the district for the benefit of the consumers.

*o/c*  
**DESPATCHED**

**DATE: 31/12**

C.G.No:184 /2018-19/Guntur Circle

- vii) Arrangement shall be made to make the departmental staff of the section available during office hours.
- viii) Meetings shall be conducted with consumers on monthly basis.
2. Respondent No.3 in his written submission has furnished point wise reply as follows :
- i. As per Tariff Order 2018-19 approved by Hon'ble APERC, the supply for construction purpose has to be released under Cat- II only( Other than domestic)
  - ii. All the houses in NTR Gruha Padhakam Scheme, the services are released in Domestic i.e. Cat-I only.
  - iii. Low voltage problem in D8 Guntur Section is rectified by erecting additional distribution transformers and enhancement of Distribution Transformers capacities where ever necessary and no complaints are received regarding low voltage problems in the said area.
  - iv. No complaints received from the consumers in Rural Guntur Section, regarding unnecessary collection of amounts for new service connection applications at Mee-seva.
  - v. No complaints received from the consumers in Rural, D-10 & Pedakakani Guntur Sections.
  - vi. Every month 3<sup>rd</sup> week Monday Vidhyut Adalat is conducted in Town-1 Guntur Division Office, also for consumer awareness and for any complaints online portals i.e Meekosam, Spandana, CCC (Toll free 1912) are available.
  - vii. All section staff are present in their Head Quarter and always available to consumers.
  - viii. Every month 3<sup>rd</sup> week Monday Vidhyut Adalat is conducted in Town -1 Guntur Division Office, also for consumer awareness and for any complaints online portals i.e Meekosam, Spandana, CCC Complaints are available.

All the grievances raised by the complainant are general in nature except the low voltage problem in D-8 section. The respondent had clearly submitted that the low voltage problem in the area was rectified by erecting additional Distribution Transformers and enhancement of capacity of the DTR wherever necessary. The other points raised by the complainant are advisory in nature. The representation of the complainant has been forwarded to the Licensee for taking further necessary action. The Licensee in turn has also directed the SE/O/GNT to take necessary action.

3. In view of the above the complaint is disposed off with an advice to the complainant to file specific complaint before this Forum if he desires so. Accordingly the complaint is disposed off.

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.

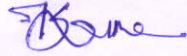
Sd/-  
Member (Finance)

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson

**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.