

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 28th day of May 2019
C.G.No:334/2018-19/kadapa 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

N. Chennamma,
W/o. N. Krishnaiah,
3/40,
Chowtapalli,
Pendlimarri,
Kadapa -Dist.

Complainant

AND

1. Assistant Executive Engineer/O/Vallur
2. Deputy Executive Engineer/O/Kadapa Rural 2
3. Executive Engineer/O/Kadapa

Respondents

ORDER

1. N. Chennamma W/o. N. Krishnaiah presented a complaint through post before this Forum wherein she has informed that she is having 3 acres of land in Sy.No.51-5 of Machnaur (V) Vallur (M) Kadapa Dt. She has registered an application for release of AGL service connection to the said fields on 12.01.2004 and paid application fees vide PR No. 487162 on even date. Later on the advice of the respondent she has paid an amount of Rs.5,000/- towards development charges vide D.D No.072816 dt : 12.1.2004 accounted for in temporary receipt No.18363 dt :19.1.2004. She has also paid security deposit of Rs.500/- vide receipt No. 487162 Dt: 12.01.2004. The respondent has provided a 16 KVA DTR of SSE make with serial No.1461. But the respondent has not yet communicated the service connection No. inspite of repeated requests. Finally the respondent No.3 has submitted a letter to GM/IT/Corporate Office Vide Lr. No. DE/O/KDP/AE/CO/F/D.No.369/17 Dt : 17.05.2018. But even today the service No. is not assigned.

DESPATCHED

DATE 4/6

C.G. No.334/2018-19_Kadapa Circle

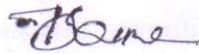
2. The respondent No.3 in his written submission while admitting the payments made by the complainant has submitted that the service could not be released by the then AE/O/Vallur and further since the payments are made manually it is not possible to him to release the service connection through online and hence addressed a letter to GM/IT/ Corporate Office/ TPT for taking necessary action. The respondent had also enclosed copy of the letter addressed to GM/IT.
3. The Executive Director/O/Corporate Office/Tirupati vide U. O. Note. No. ED/O/DE/Commercial/F/D.No.503/19 Dt: 27.03.2019 has instructed the GM/IT to release the service in SAP duly taking manual payments into consideration. Accordingly service connection No.2113521000254 was released in the name of the complainant with date of supply dt : 10.10.2007 and hence the grievance of the complainant is resolved.
4. In view of the above 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**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008. , within 30 days from the date of receipt of this order.

This order is passed on this, the day of 28th May 2019.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Finance)	Member (Technical)	Independent Member	Chairperson

Forwarded By Order



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 , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.