

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

On this the 05th day of February 2019
C.G. No: 58/2018-19/Kadapa Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Independent Member

Between

B.V. Chandra Obula Reddy,
S/o. B. Venkata Reddy,
1/47-A,
Thelluru,
Thonduru,
Kadapa Dt.

Complainant

AND

1. Assistant Accounts Officer/ERO/Pulivendula
2. Assistant Engineer/O/Thonduru
3. Assistant Divisional Engineer/OCC/Pulivendula
4. Divisional Engineer/O/Pulivendula

Respondents

ORDER

1. The case of the complainant is that he applied for AGL service connection and paid Rs.8,960/- vide Receipt No's.46879 and 46881 respectively. But the service connection was not released. So the service connection may be released or return the deposit amount.
2. Respondent No. 2 filed written submissions admitting that complainant paid the amounts on 22.03.2012 for releasing of service connection. His predecessor has not handed over the information about the matter since the complainant requested for refund of amount, he is directed to produce original receipts for refund of the amount. But the complainant has not produced the original receipts and submitted affidavit. ADE/Rural and DE/O filed written submissions reiterating the facts that were mentioned in the written submission of AE.
3. A personal hearing was conducted at Tirupati on 29.01.2019. Both the complainant and ADE /O/Rural were present. Complainant represented that he requires service connection, since the service connection was not released though he repeatedly approached the officers. He requested to refund the amount paid by him but in fact he requires service connection only. He also filed request letter to that effect.

DESPATCHED
DATE 06/02

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4. The point for determination is whether the AGL service connection can be released in the name of the complainant?

Respondents admitted that complainant paid amount in the year 2012 for release of service connection. But the then AE not solved the problem nor intimated the same to the successors for solving the problem. Now the complainant is seeking for release of AGL service connection though he also prayed for alternative relief for refund of the amount in his complaint. According to the complainant since he was vexed for not releasing service connection since long time he had also asked at least to return the amount deposited by him. So the real intention of the complainant is that he requires an AGL service connection. So AGL service connection can be released in his favour.

5. In the result respondents are directed to release AGL service connection within 30 days from the date of receipt of this order and submit the compliance report to this forum within 15 days from the date of release of service connection.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4thFloor, 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, 5th day February 2019.

Sd/-
Member (Finance)

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, 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.