

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

**On this the 19<sup>th</sup> day of March 2019**

**C.G.No:193/2018-19/ Kurnool 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 G.Balamma ,  
C/o G.Rama Chandra Reddy,  
Gadevemula,  
Kurnool -Dist

Complainant

AND

1. Assistant Engineer/Gadivemula  
2. Assistant Divisional Engineer/Nandyal  
3. Divisional Engineer/O/Nandyal

Respondents

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**ORDER**

1. The case of complainant is that though he has applied for agriculture service connection during 2011, supply is not extended till to date. Hence the complaint.
2. The Respondent No. 1 & 3 filed written submission separately but contents are one and the same. The Respondents have elucidated that three services were released in favour of the complainant during November 2011 i.e is in erstwhile APCPDCL. The information as to whether service connections are having DTR involvement or not are not available with their office. During the inspection of the fields of the complainant there is supply to one service 463, further other service No.462 there is an idle pole without cable or conductor. The same was enquired whether the supply was availed are not from the nearby fields owners but in vain. Since the complaint is made after seven years from the date of supply the actual fact couldn't be traced out. The supply is available others Sc No:464 within 30 mts only which consumer can avail by using service wire . With all these 3 services are being fed from the existing SS-8 100 KVA DTR of Gadivemula.
3. A personal hearing though Video Conferencing was conducted on 06.03.2019. Respondents 1, 2 & 3 present whereas the complainant was not attended to the hearing. The Respondents have reiterated their earlier versions.

DESPATCHED  
DATE 25/3/19

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Point for determination is whether the complainant is entitled to avail supply for all three services or not ?

The Respondents in their written submission have confirmed that 3no's services were released during November 2011 and the complainant is availing supply to one service bearing no:463 and for other Sc.No:462 there is an idle pole without cable or conductor. The efforts made by the Respondents whether the supply is availed by the complainant are not yielded any result. The supply is available for Sc.No:464 within 30 mts only which can consumer can avail by using the service wire. It is the bounden duty of the Respondents to extend supply to the complainant when he is regularly paying the CC charges. As could be seen from the account copy of sc.No:462, it is noticed that an amount of Rs.2202/- is outstanding. The Respondents are directed to extend supply by providing cable or conductor to the existing idle pole after payment of arrears by the complainant. The Respondents are also directed to educate the complainant to avail supply to his serviceNo:464 which is within 30 mts only from the existing 100 KVA DTR.

In result the Respondents are directed to extend supply for Sc.No:462 by providing cable or conductor after receipt of arrears and extend supply to the complainant for Sc.No:464 also.

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 19<sup>th</sup> March 2019.

Sd/-	Sd/-	Sd/-	Sd/-
<b>Member (Finance)</b>	<b>Member (Technical)</b>	<b>Independent Member</b>	<b>Chairperson</b>

**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.

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