

**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:303/2018-19/ 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 M.Subhasini  
C/o M.Madhusudhan Reddy  
Pesarvavi,  
Gadivemula,  
Nandyal,  
Kurnool -Dist.

Complainant

*AND*

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

Respondents

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**ORDER**

1. The case of the complainant is that she has paid an amount of Rs.10.025/- on 25.06.2003 for releasing of 5 HP AGL service. The officials have released AGL service connection with No:670 approximately after six months from the date of payment . She has also paid the electricity bills against the service. The Complainant also produced one Photostat copy of receipt dated 27.08.2009 for Rs 240/-. During the process of computerization of services, her Service connection No:670 was missing to be updated. Then onwards she has requested all the three respondents repeatedly but the Service No was not updated. Hence the complaint.
2. The Respondent 1 and 3 filed written submission separately but the contents are one and the same. The Respondents have stated that since the issue related to ERO they have addressed a letter to AAO/ERO/Nandyal. The AAO after verification of the data

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**DESPATCHED**

**DATE**

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available replied that the service was dismantled long back in the erstwhile APCPDC and hence 13 digit Sc.No for old manual service is not assigned.

3. A personal hearing through video conferencing was conducted on 06.03.2019 for which the brother of the complainant and Respondents 1, 2 and 3 present. The complainant has informed that the department officers have not issued any notices for dismantlement of the service connection. Since the AGL service connection was not updated in the computer master inspite of her repeated requests to all the officers, she couldn't pay the bills.

**The provisions contained in clause No. 5.9.4.1 of GTCS is as follows:**

**Termination of Agreement in respect of LT Supply :** *The consumer may terminate the LT Agreement after the expiry of the minimum period of the Agreement by giving not less than one month's notice in writing expressing his intention to do so. The company can terminate the Agreement at any time by giving one month notice if the consumer violates the terms of Agreement or the GTCS or the provisions of any law touching the agreement including the Act and the AP Electricity Reform Act, 1998 and the Rules / Regulations made there under.*

**The Provision contained in clause No:5.9.6 of GTCS is follows:**

**Dismantlement of service Line after Termination of Agreement:** *On the termination of the LT or HT Agreement, the company is entitled to dismantle the service line and remove the materials, Meter, cut out etc. After termination of the Agreement, the consumer shall be treated as a fresh applicant for the purpose of giving supply to the same premises when applied for by him provided there are no dues against the previous service connection.*

The Respondents have not filed any documentary evidence as to issue of termination of agreement notice to the complainant and hence the statement of Respondents that the service was dismantled long back is not tenable. The complainant also informed that the Respondents have not issued any notices for the dismantlement of the service. It is not

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the case of the complainant that the service was dismantled. But the plea of the complainant is that her service connection was not updated in the computer master. The Respondents are not entitled to dismantle the service without issue of notice. Hence the Respondents are directed to assign 13 digit service number and update the master duly collecting the CC charges if any from the complainant within 15 days from the date of receipt of this order.

Accordingly the complaint is disposed off in favour of complainant.

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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