

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 21st day of December 2018
C.G.No:27/2018-19/Nellore 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

K. Kuppamma,
3/2224,
Pettuluru APTF Colony,
Venkatagiri,
Nellore.

Complainant

AND

1. Assistant Engineer/O/Venkatagiri Rural
3. Assistant Divisional Engineer/O/Venkatagiri
3. Divisional Engineer/O/Naidupet

Respondents

ORDER

1. Complainant filed a complaint that AGL service connection was not released though he paid the amount.
2. Respondents filed joint written statement admitting that estimate was sanctioned on 04.09.2017. Consumer paid the amount. The work will be taken up as per seniority list and also at present drawl of 1 No. 3 phase 25 KVA DTR for single AGL service connection is locked and after getting orders for drawl of 1 No DTR for single AGL service the work will be completed.

Respondents in their written submission did not furnish the serial No of the complainant in the list. So also they did not file any circular issued by the Licensee approved by the Hon'ble APERC to show that instructions are issued that single service connection shall not be released or withheld even though the said person is entitled for release of service connection as per the seniority waiting list .

DESPATCHED
DATE 21/12/18

C.G.No:27/2018-19/Nellore Circle

Respondents did not furnish circular issued by the Licensee that drawl of DTR for release of single AGL service connection is locked. It is also not known for what reason such instructions were issued by the Licensee.

If the Licensee feels that any particular para of the regulation could not be implemented on some reason or other, It has to approach the Hon'ble APERC explaining the difficulties in implementing that particular para of the regulation and should sought for amendment to the regulation or permission as the case may be.

The instructions said to have been issued by the Licensee to prefer for release of AGL service connections in group for 3 or more applicants to single applicant is only an internal circular issued for their convenience and those circulars if any are not legally binding on the complainant/sole applicant. So it is not a reasonable ground to refuse to release of AGL service connection to the complainant on the pretext that he has applied for single service connection.

3. In view of the above reasons we are of the opinion that respondents are bound to release the AGL service connection to the complainant. The point is thus answered accordingly.
4. In the result, Respondents are directed to release the service connection immediately to the complainant after receipt of this order and submit compliance report within 30 days.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4th 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 21st December 2018.

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

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