

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 21<sup>st</sup> day of December 2018**  
**C. G. No: 35/2018-19/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***

R. Anupama,  
Ganugapenta (V),  
Kondapuram (M),  
Kaligiri,  
Nellore Dt.

Complainant

***AND***

1. Assistant Engineer/O/Kondapuram  
2. Assistant Divisional Engineer/O/Kaligiri  
3. Divisional Engineer/O/Kavali

Respondents

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**ORDER**

1. Complainant presented this complaint that AGL service connection was not released to them inspite of their payment.
2. Respondent No.1 filed written submission stating that on enquiry it came to light that estimate was sanctioned during the year 12/2013. The work order was issued. Some material was found in the premises of the consumer, but AGL service connection was not released. They also approached the then Assistant Engineer Mr. K. Mohan Reddy but he did not respond.
3. During the Vidhyut Adalat conducted at Kaligiri on 20.09.2018 respondents were heard on this aspect. Respondents reiterated the same version. They were also informed that not handing over the part of the material in this case by the former Assistant Engineer is not at all relevant for release of AGL service connection to the complainant. The release of Agriculture service connection to the complainant should not be delayed for want of not handing over the material drawn by one of the employees and that the said matter is between the Licensee and its employees and complainant cannot be penalized for the omissions and commissions committed by the employees of the Licensee. But so far the

DESPATCHED  
DATE 24/12/18

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Agriculture service connection is not released till today on that pretext only. Respondents are not entitled to withhold the AGL service connections on the pretext that part of the material was already drawn by the former Assistant Engineer of that section.

4. In view of the above reasons respondents are directed to release the AGL service connection to the complainant immediately on receipt of this order and compliance reported within 30 days.

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, 21<sup>st</sup> day 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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.