

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

On this the 28<sup>th</sup> day of June 2019  
C.G.No:383/2018-19/Ongole Circle

*Present*

*Sri. A. Jagadeesh Chandra Rao*  
*Sri. A. Sreenivasulu Reddy*  
*Sri. D. Subba Rao*

*Chairperson*  
*Member (Finance)*  
*Member (Technical)*

*Between*

Dudekula Basha,  
Donakonda,  
Ardhaveedu,  
Prakasam -Dist

Complainant

**AND**

1. Assistant Executive Engineer/O/Ardhaveedu  
2. Deputy Executive Engineer/O/Cumbum  
3. Executive Engineer/O/Markapur

Respondents

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**ORDER**

1. Complainant presented a complaint stating that he has paid an amount of Rs.8,480/- towards release of AGL service connection on 07.07.2015. But the AGL service connection is not yet released. Hence requested to resolve the grievance.
2. The respondent No.1 in his written submission has stated that the complainant has requested for providing of LT line to the newly released AGL service connection bearing No. 421160700405 for contracted load of 7.5 HP at Donakonda village. The estimate was sanctioned on registered AGL application in HVDS scheme and the complainant has paid the requisite deposits on 07.07.2015. Soon after verification of the AGL service connection he has noticed that LT line was not erected and materials were not drawn by HVDS wing due to missing. After that an estimate was submitted and got sanctioned for providing of 180 Mts LT AB Cable under improvements vide sanction No. T-2018-03-02-11-02-008. The LT line and other materials drawn and work executed as per the request of the complainant on 10.03.2019 and thus resolved the grievance.
3. When the complainant was contacted by the Secretary/Forum at 11.30 A.M on 19.06.2019, he has expressed his satisfaction and gratitude in resolving the grievance.

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**DESPATCHED**  
DATE /c 26/7

4. In as much the grievance of the complainant has been resolved by the respondents the complaint is disposed off in favour of the complainant.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

This order is passed on this, the day of 28<sup>th</sup> June 2019.

Sd/-  
Member (Finance)

Sd/-  
Member (Technical)

Sd/-  
Chairperson

**Forwarded By Order**



**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, 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

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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DEPARTMENT  
DATE