

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 29th day of March 2019
C.G.No:339 / 2018-19/ Tirupati 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

B.JayaChandraiah,
Kalanjeri,
Nagulapuram,
Chittoor-Dist

Complainant

AND

1. AE/O/Nagalapuram
2. ADE/O/Nagalapuram
3. DE/O/Puttur

Respondents

ORDER

1. B.Jaya Chandraiah, Kalanjeri (V), Nagulapuram (M) of Chittoor-Dist presented a complaint before this Forum during the Vidyut Adalat conducted at Nagulapuram on 06.12.2018 and the same was registered as C.G.No.339/2018-19. The complainant in his petition has informed that though he had paid the requisite amounts for release of 1 No AGL Service connection during 2010 itself the service connection is not yet released. Hence requested the forum for justice.
2. The Respondent No.2 in his submission has stated that the consumer had paid an amount of Rs. 5,300/- as a deposit for 5.0 HP. As per the field verification necessary LT lines were also erected to the complainant but by oversight the service connection might not had released by the then officers. The respondent No.2 further submitted that the said payment was made before introduction of online system "SAP" for releasing of service. Now fresh application to be registered and the deposits paid by the consumer to be linked through "SAP" wing of APSPDCL to release the service. Hence approval was sought from the higher authorities to link the payments in "SAP" and after getting necessary approval from higher authorities further action will be taken to release the service.
3. Point for determination is whether the complainant is entitled for AGL service connection?

The case of the complainant is that he has paid Rs.5,300/- on 01.09.2010 towards release of 1 No. AGL Service connection for 5 HP. But the service is not yet released.

As could be observed from the documents enclosed along with the complaint, it is evident that the complainant has paid the amount for release of 1 No. 5 HP AGL Service.

DESPATCHED

DATE

C.G.No:339 / 2018-19/ Tirupati Circle

Since the respondents did not dispute about the payment of requisite charges by the complainant, it is the bounden duty of the respondents to release the AGL service connection to the complainant. The complainant has nothing to do with the obtaining of approvals from the competent authority. Abnormal delay in releasing of AGL service connection to the complainant caused much hardship to him. The Forum feels it just and reasonable to release the service connection immediately without further loss of time. Thus the point is answered accordingly.

4. In result the respondents are directed to release 1 No 5 HP AGL service connection to the complainant immediately and submit compliance report within 30 days from the date of receipt of this order.

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 29th March 2019.

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 Andhra Pradesh , 3rd 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, 4th Floor, Singareni Bhavan, Red Hills,
Lakdikapool, Hyderabad- 500 004.

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