

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 25th day of February 2019
C.G.No:66/2018-19/ 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

A.Muna Swamy,
S/o.Late. Gangappa,
Peddapuram (V),
Lakkanapalli (P),
Baireddypalli (M),
Chittoor- Dist

Complainant

AND

1.Assistant Engineer/O/Baireddypalli
2.Assistant Divisional Engineer/Palamaner
3.Divisionial Engineer/O/Chittoor Rurals

Respondents

ORDER

1. The case of the complainant is that he is having AGL service connection No.5622128000036. The Distribution transformer was stolen about 2 years back and the same was intimated to respondent No. 1, but new transformer was not arranged. Hence a new DTR may be provided to his AGL service.
2. Respondents filed written submission stating that on field enquiry it came to light that complainant had taken service in the year 2004 for his open well. Consumer had not paid CC charges from 2004 to till date. He also kept his land fallow and hence service connection was disconnected and kept under bill stop during the year 03/2010. Consumer had made a complaint on 09.11.2017 stating that his transformer was stolen from the fields and when Assistant Engineer approached the local Station House Officer, Baireddypalli, but he refused to register a case as theft was committed long time back. As per the existing procedure after obtaining crime No. from the police station estimate can be made and sanctioned for replacement of theft of material. They have asked the complainant to pay the dues and regularize his service No.5622128000036 and then only they can replace the DTR.
3. A personal hearing was conducted on 05.02.2019. Complainant was absent. Respondents present and reiterated their contentions.

DESPATCHED

DATE

6/3/

C.G.No:66/2018-19/Tirupati Circle

4. According to respondents the complainant has to regularize his service connection by bringing his service connection from bill stop to live by paying the arrears. Unless the complainant pays the arrears his service connection could not be regularized. Transformer can be replaced only after the service is regularized.
5. In view of the above reasons the forum cannot direct the respondents to replace the distribution transformer in the place of stolen one unless the service of the complainant is regularized. Hence complainant is advised to regularize his service connection and thereafter make a request for providing a distribution transformer.
6. Accordingly the complaint is disposed off in favour of the respondents.

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 25th February 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 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.