

**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 May 2019  
C.G.No:98/2018-19/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**

S.Jagannath Reddy,  
Perumallapalli,  
Belupalli,  
Vedurukuppam (M),  
Chittoor Dist.

Complainant

**AND**

1. Assistant Executive Engineer/O/Vedurukuppam  
2. Deputy Executive Engineer/O/Karvetinagaram  
3. Executive Engineer/O/Puttur

Respondents

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**ORDER**

1. S. Jagannath Reddy presented a complaint before this Forum on behalf of his wife S. Mogilamma. The complainant has stated that she has registered an application for release of 10 HP AGL service on 24.11.2009 and paid an amount of Rs. 10,600/- on 11.02.2010. But the service No. was not released. Since the borewell was dried up the complainant left the village for Bangalore for livelihood. The complainant returned to the village soon after adequate rains during 2016. The complainant intended to cultivate the lands but due to non release of service connection she could not do so. Hence requested to arrange to release the service connection immediately.
2. The Respondent No.1 in his written submission has informed that service No. 5343230000345 was released in the name of Smt. S. Mogilamma in R.K.M. Puram Distribution instead of Perumallapalli Distribution on 22.03.2010. At that time the complainant was not available in the village. During 2016 the complainant approached the respondent for seeking information about AGL service. He along with the concerned staff of Perumallapalli verified and noticed that the

**DESPATCHED**

**DATE 4/6**

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service was not released in Perumallapalli Distribution and it was erroneously released in R.K.M. Puram Distribution. Then he has recommended for change of distribution and service No. from R.K.M. Puram to Perumallapalli and a new service bearing No. 5343229000489 was released in the name of the complainant under the existing 25 KVA DTR. Since the existing DTR was overloaded and additional DTR of 25 KVA was got sanctioned under T& D works vide estimate No.T-2018-05-03-31-02-005 and new DTR was erected on 01.03.2019 and thus resolved the grievance of the complainant.

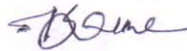
3. The respondent No.3 in his written submission has also informed that since the existing DTR is overloaded additional 25 KVA DTR was provided to the complainant .
4. The efforts made by the Forum to ascertain whether the grievance of the complainant was resolved and whether the complainant is satisfied has yielded no results since the mobile No.9502935591 given by the complainant in his written complaint was not working. Hence it is presumed that the grievance was resolved by the respondents.
5. In view of the above the complaint is disposed off in favour of the complainant.

If aggrieved by this order, the Complainant may represent to the **Vidut 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> May 2019.

Sd/-                      Sd/-                      Sd/-                      Sd/-  
**Member (Finance)**      **Member (Technical)**      **Independent Member**      **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 Vidut 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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