

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 17th day of September 2020
C.G.No:256/2019-20/ Guntur Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. V. Venkateswarlu
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

Sri Gade Rammohana Rao,,
Sriramapuram,
Kuchipudi,
Nizampatnam,
Guntur -Dist

Complainant

AND

1.Assistant Accounts Officer/O/Cherukupalli
2.Deputy Executive Engineer/Cherukupalli
3.Executive Engineer/O/Bapatla

Respondents

ORDER

1. The case of complainant is that he is having Sc.No.1733206000548 in Sree Ramapuram village of Garuvupalem Grampanchayath of Nizampatnam Mandal in Guntur District. He has applied for service connection under Kitchen garden Category. But service was released under Cat-I Domestic. Subsequently the services given for Kitchen garden are converted to Cat V (c) and subsequently to Cat V (b3) but his service connection was not converted to Cat V (b3) and continued it under Cat-I only and issued a bill for Rs.15,435.00, then he approached AEE Nizampatnam on 02.11.2019 and submitted an application and in turn AEE promised to rectify the defect in the bill, but no action was taken then he approached the Vidyuth Adalat which was conducted on 23.11.2019 at Cherukupalli and submitted an application. AEE advised to approach Mee-seva with an application for change of Category. Accordingly he applied but the category was not changed inspite of roaming around the office.
2. Respondent No.2 alone submitted written submissions stating that consumer has applied for change of Category from domestic to Rural Horticulture Nursery vide Application No. 17332C00146 2019 Nov'2016, the premises was inspected by the AEE on 08.12.2019 and found the service is situated in paddy fields and there is no

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nursery activity necessary certificates were also not enclosed and the proposal was rejected and letter was addressed to the consumer, The change of category is not effected.

3. A Personal hearing was conducted through Video conferencing on 11.06.2020 wherein son of the complainant by name Sri.Venkateswara Rao and Respondent No.2 present. Heard both of them.
4. The point for determination is whether complainant is entitled for change of category from Cat - I to Cat-V(B3) i.e., horticulture for the Sc.No. 1733206000548?

The contention of the complainant is that all the adjoining land owners who are raising nursery similar to him initially applied for domestic service are subsequently converted into horticulture services whereas his service connection alone was not converted and requested to treat his case at par with the other neighboring consumers.

On the other hand the contention of the Respondent No.2 is that village is not covered under 3-Phase supply and supply is provided to the village through Single phase only. Complainant is not having nursery and he has also not submitted the relevant certificate issued by competent authority to show that complainant is raising horticulture in his fields.

There is no provision in tariff orders for providing service to Kitchen garden. It appears the real intention of the consumer is to have an Agriculture Service connection for his fields. During the personal hearing son of the complainant accepted for the proposal for applying for Agriculture Service and Respondent No.2 also stated that Agriculture service connection can be given to the complainant if he applies.

Since there is no provision in tariff order for providing service connection for kitchen garden and as the complainant failed to provide necessary certificates issued by the competent authority to prove that he is using the service for horticulture, his request to convert the domestic service to horticulture service is not permissible. The point is answered accordingly.

5. In the result the complaint is devoid of merits and hence complaint is dismissed. However as the complainant is willing to obtain Agricultural Service connection he is advised to apply for Agricultural Service connection and if any such application is

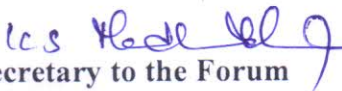
filed by the complainant, Agriculture Service connection shall be released as per the procedure in vogue.

If aggrieved by this order, the Complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, 3rd 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 17th September 2020.

Sd/- Member (Finance)	Sd/- Member (Technical)	Sd/- Independent Member	Sd/- Chairperson
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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 , 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.