

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 6th day of June 2020
C.G.No:169/2019-20/Kadapa Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Independent Member

Between

Y. Eragam Reddy,
85/987,
Eguvathuvaripalli,
Korlagunta,
Galiveedu (M),
Kadapa –Dist

Complainant

AND

1. Assistant Executive Engineer/O/Galiveedu
2. Deputy Executive Engineer/O/Rayachoty Rural
3. Executive Engineer/O/ Rayachoty

Respondents

ORDER

1. The case of the complainant is that complainant had applied for new AGL service connection on 17.07.2017 and it was sanctioned in the year 2018 with transformer. But service connection was not yet given.
2. Respondent No.2 filed written submission stating that complainant registered application for release of AGL service on 26.10.2016. The estimate was also sanctioned for releasing of 1 No. AGL service connection by erecting 1 No.25 KVA DTR. But higher authorities issued instructions to re estimate in re - grouping process to minimize the count of DTRs to be erected. In this process estimate was prepared for releasing of service connection by erecting 0.06 KM LT3 X 16 + 25 SQMM XPLE cable on existing 25 KVA DTR. The 8.0 M pole and cable was drawn and the same material was transported to the site to execute the work where earlier service was released to Y. Prabhakar Reddy . But Y. Prabhakar Reddy objected to release the service on existing DTR. They tried to execute the work in 3 occasions but in vain. On 12.09.2019 they also presented a complaint to Police/Galiveedu to support for execution of work. On 13.09.2019, complainant submitted a letter to revise the estimate for release of AGL

DESPATCHED

DATE

11/06

service connection from nearby another DTR instead of the disputed 25 KVA DTR. To avoid future problems the revised estimate was prepared and sanctioned work will be executed as early as possible.

3. Respondent No.3 filed written submission on 28.02.2020. Service connection was released vide ASC. No.2412786000281 on 07.02.2020 and requested to close the complaint as grievance of the complainant is resolved.
4. Complainant when contacted over phone by the staff of the forum on 18.02.2020 at 11.30 A.M, informed that service connection was released and grievance was resolved.
5. Since the grievance of the complainant is resolved by providing AGL service connection the complaint is accordingly disposed off in favour of the complainant.

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 6th June 2020.

Sd/-

Independent Member

Sd/-

Chairperson

True Copy

Member/Finance

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.