

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:154/2019-20/ Kurnool Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Sri. Dr. R. Surendra Kumar

Chairperson

Independent Member

Between

D. Rajeswara Reddy,

1-328/1,

Pesaravoy(V),

Gadivemula (M),

Kurnool –Dist.

Complainant

AND

1.Assistant Executive Engineer/Nandavaram

2. Deputy Executive Engineer/O/Yemmiganur

3.Executive Engineer/O/Adoni

Respondents

ORDER

1. The case of the complainant is that he has applied for AGL service connection and paid an amount of Rs.6,025/- on 30.06.2009 thorough Demand Draft drawn on State Bank of Hyderabad, but service connection was not released.
2. Respondent No.3 filed written submission stating that respondent No.1 submitted that AGL service was released manually and it has to be released in online by IT wing. Respondent No.3 also filed a copy of letter addressed by him to GM/IT /Corporate Office. The copy of the letter shows that respondent No.3 requested to restore (or) release of AGL Service No.8432219001681 Pesaravai (V) in Gadivemula (M) pertaining to operation division Nandhyl, Kurnool Circle the letter was said to have addressed on 28.12.2019.
3. Complainant when contacted on 18.09.2019 stated that service connection was not released. Again when he was contacted on 10.01.2020 represented that his grievance was not resolved. But according to respondent No.3 service was already released

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manually but number was not assigned. Again when contacted the consumer on 28.04.2020 at 12.35 P.M. he represented that his service was released but service Number is not yet assigned.


4. Respondents failed to explain as to why the service was not released online when the service was already released manually. Once service was released manually it is the duty of the respondents and other concerned officers to update the online record.
5. In the result Executive Director/Operation is requested to give suitable directions to the concerned to assign the AGL Service Number for the service connection of the complainant in online within 15 days from the date of receipt of this order and submit compliance report within 15 days thereon.

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, 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.