

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**

**On this the 29<sup>th</sup> day of February 2020**

**C.G.No:196/2018-19 Kurnool Circle**

*Present*

**Sri. Dr. A. Jagadeesh Chandra Rao**

**Chairperson**

**Sri. Dr. R. Surendra Kumar**

**Independent Member**

*Between*

P.Venkata Ramana,  
Abhipuram,  
Thimmapuram,  
Mahanandi,  
Kurnool -Dist.

**Complainant**

*AND*

1. Assistant Executive Engineer/O/ Mahanandi
2. Deputy Executive Engineer/ Nandyal
3. Executive Engineer/O/Nandyal

**Respondents**

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**ORDER**

1. Complainant submitted a representation before this Forum stating that for his Agricultural bore well respondents had allotted the service number, but the supply was not given to him and requested for resolving his grievance.
2. Respondent No.2 submitted his written submission to the Forum stating that the bore location of the complainant was inspected by him on 23.08.2019 and found that 540 Mts LT-3 phase line is required to provide supply from the existing LT line. The complainant registered an LT application under HVDS scheme in simplified service, the section officer released the Agriculture service connection on 25.05.2016 without LT line and assigned service No.560. The complainant was advised to register a new LT application under Agriculture in normal plan. After getting sanction of the estimate the service will be released as per the departmental norms.
3. Respondent No. 2 enclosed his letter addressed to Respondent No.3 and statement of the complainant. In his letter to the Respondent No.3 he submitted that AE/Mahanandi informed that complainant registered another 2 No's LT applications for new Agriculture connections. For his new bores, an estimate was sanctioned vide WBS No. A-0392-08-02-12-05-0002 and complainant had paid all the necessary charges. After

**DESPATCHED**

**DATE**

C.G. No.196/2018-19/Kurnool Circle

Page 1

03/03

getting the work order from the competent authority the work will be completed. The Respondent No.2 had also submitted that complainant had given consent letter stating that his problem will be solved with the execution of the above said work and requested to withdraw the CGRF complaint.

4. The complainant in his statement addressed to AEE/O/Mahanandi submitted that he had applied for extension of supply to 2 No's new bore wells in the same field. The estimate was already sanctioned and he had paid the requisite amount and informed that his grievance will be resolved if the extension work is executed and withdraw his complaint.
5. When the complainant was contacted by the staff of the Forum on 18.02.2020, 11.30 A.M he expressed his satisfaction in resolving his grievance.

If aggrieved by this order, the Complainant may represent to the **Vidyut 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 29<sup>th</sup> February 2020.

Sd/-  
**Independent Member**

Sd/-  
**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 Vidyut 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.