

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

On this the 29th day of February 2020
C.G.No:220/2019-20/Nellore Circle

Present

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

Chairperson
Independent Member

Between

A. Divya Chowdary,
Chinnagotlagunta (V),
Venkatagiri (M),
Nellore –Dist.

Complainant

AND

1. Deputy Executive Engineer/O/Venkatagiri
2. Executive Engineer/O/Naidupeta

Respondents

ORDER

1. Complainant presented a complaint before this forum regarding providing of service connection for 1 No.3 KW domestic service at Chinnagotlagunta (V).
2. Respondent No.2 filed written submission to the forum stating that an estimate for erection of 1 No single phase 16 KVA transformer for releasing of service to the complainant was received from respondent No.1. As it came to the notice of Respondent No.2 that the single phase transformers erected for releasing of domestic services for farm houses were utilized for other than the sanctioned purpose un-authorizedly, the complainant was informed orally to give a consent letter for not utilizing the supply other than the sanctioned purpose. But so far the complainant had not given any reply either in writing or orally. He further submitted that he had instructed respondent No.1 to release service after collecting necessary estimate charges and consent letter from the complainant.

DESPATCHED
DATE 04/03

3. A personal hearing through video conferencing was conducted on 18.12.2019 and 13.02.2020 . For both the hearings respondents were only present and Respondent No.2 reiterated his version that complainant service was not released due to non submission of consent letter by the complainant.
4. In view of the above the complainant is advised to submit undertaking letter for not utilizing the supply other than the sanctioned purpose to the respondents at the earliest for releasing of her service. The respondents are also directed to release the service immediately after receipt of undertaking letter and requisite charges from the complainant. Accordingly the complaint is disposed off.

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 29th 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 , 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.

RECEIVED
DATE 29/02/2020