

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

On this the 16th day of June ' 2020

C. G. No: 111 /2019-20/Tirupati Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy

Chairperson
Member (Finance)

Between

Y.Kishore Chowdary,
Diguvamagham,
Thavanampalle (M),
Chittoor Dist.

Complainant

AND

1.Assistant Executive Engineer/O/Aragonda
2.Deputy Executive Engineer/O/Paipalle CCO
3.Executive Engineer/O/Chittoor Rurals

Respondents

ORDER

- 1) Complainant presented this complaint stating that service is in the name of his father Late. Chakrapani Naidu. Respondents while carrying out HVDS work left his service without installing transformer to his service No. 5633103000089.
- 2) Respondents filed written submission stating that line survey was completed and estimate was prepared vide WBS No. T-0019-05-06-21-01-008. Soon after the estimate was sanctioned and allotment of DTR the same will be erected to the AGL service.
- 3) Complainant when contacted over phone on 08.06.2020 at 11.30 A.M by the staff of the forum he replied that the DTR which is feeding supply to other consumers is not nearer to his service and it is not possible to get supply from that DTR and requested for a separate DTR.
- 4) The point for determination is whether complainant is entitled for a separate DTR to his AGL service Number 5633103000089 ?

Respondents themselves admitted in their written submission stating that estimate was prepared, submitted, after sanction and allotment of DTR they will provide the same

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to the consumer. So respondents are admitting that the AGL service of the consumer was left over while HVDS work was carried out. It is the duty of the respondents to provide DTR when the AGL service of the consumer was left over under HVDS scheme. Complainant stated that there is no nearby DTR to give supply to his AGL service connection.

In view of the above circumstances complainant is entitled to separate DTR for his AGL service. The point is answered accordingly.

- 5) In the result respondents are directed to provide DTR to the AGL service connection of the complainant 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 16th June 2019.

Sd/-
Member (Finance)

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 within 30 days from the date of receipt of this order

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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