

**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:268/2019-20/Vijayawada Circle**

**Present**

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

**Chairperson**  
**Independent Member**

***Between***

A. Uma Maheswara Rao,  
2-5,  
Mukkollupadu,  
Nuzvid,  
Krishna –Dist.

Complainant

**AND**

1. Deputy Executive Engineer/O/Nuzvid (T)
2. Executive Engineer/O/Nuzvid

Respondents

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**ORDER**

1. Complainant presented a complaint before this Forum stating that he had applied for new AGL service on 05.10.2017 and paid amount on 17.03.2019. But his service was not released yet. Hence he requested for providing of new AGL service connection.
2. Respondent No. 2 submitted his written submission before the forum stating that an estimate vide WBS No. A0342-01-06-12-02-0048 was sanctioned and complainant paid an amount of Rs. 8,634/- The agriculture work will be taken up as per the payment seniority and supply to the service will be released accordingly. At present the priority No. of the complainant is 22.

Respondent No.2 had also enclosed AGL priority list of Nuzvid Rural section showing that there are 21 No applications prior to the complainant pending for release of AGL services and the complainant falls in the 22 seniority No.

**RESPATCHED**  
**DATE 02/03**

The procedure to be followed by the Licensee for releasing of new connections was given in the clause No. IV Schedule –I of Reg. 07/2004 as amended by Reg. No.09/2013 and the same is as follows :

**IV. Applications for New connections/Additional Load:**

4.1 : *“Cases where power supply can be provided from existing network*

(i) *The Licensee shall release supply to an applicant within 30 days of receipt of a complete application accompanied by prescribed fees, charges and security:*

*Provided that in case of applications requiring supply under Low Tension Agricultural category, such obligation on the part of the Licensee shall be limited to the number of connections that can be covered within the target fixed for the year for release of agricultural connections. The Licensee shall maintain a waiting list of such applicants in a serial order based on the receipt of applications and the waiting list number shall be communicated to the concerned applicant in writing within 15 days of receipt of application. If, however, the applicant's case cannot be covered in the programme of release of agricultural connections fixed for the year, it shall be so indicated in the said written communication”.*

Since the respondents had submitted that the seniority list of the complainant falls in 22<sup>nd</sup> position and the service will be released duly following the seniority, the respondents are directed to release supply to the complainant duly following the procedure in vogue and accordingly the case is disposed off.

3. Complainant was informed over phone by the staff of the forum on 19.02.2020 at 12.00 P.M that his serial No. in the seniority list is 22 and his service will be released as per seniority list accordingly the complaint is disposed off..

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

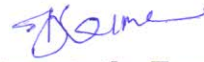
within 30 days from the date of receipt of this order.

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 within 30 days from the date of receipt of this order.

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