

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

**On this the 9<sup>th</sup> day of December 2020**

**C.G.No.5 /2020-21/ Nellore Circle**

**Present**

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

**Chairperson**  
**Member (Technical)**  
**Independent Member**

***Between***

B.Venkata Ramanamma,  
W/o. Babu Rao,  
Gollapalem,  
Venkatagiri (M)  
Nellore Dt.

Complainant

***AND***

1. Deputy Executive Engineer/ C&O/Venkatagiri  
2. Executive Engineer/O/Naidupeta  
3. Superintending Engineer/O/Nellore

Respondents

\*\*\*\*\*

**ORDER**

1. The case of the complainant is that she is having Agriculture service connection No. 3621451013011 under Dharmapuram Distribution, Venkatagiri Town section. They are utilizing the service since 2017. About few days back V.D. Ram Prasad disconnected the service and it was given to one K. Hanumanthudu relative of V.D. Ram Prasad. When she questioned under which Distribution transformer her service is located there was no response and she sustained loss of Rs.40,000/- due to withering of crop and requested to restore her service .

**DESPATCHED**  
**DATE 10/12**

2. Respondents No. 1 and 2 filed written submission stating that during the field inspection it was found that the details mentioned by the complainant are not tallying with the field. B. Venkata Ramanamma (Complainant herein) is having Agriculture Service bearing No. 3621451013011 for 5 HP under Dharmapuram SS 85 E, 25 KVA. This service was given under this DTR while doing HVDS works by erecting 3 poles from Distribution transformer. 3 more services were also there along with this service. Another DTR of 25 KVA SS:85 D, Sl.No.2179 was erected for 4 AGL services .

Complainant has removed the erected AB cable on the poles for her service under DTR 85-E and connected the same cable by running bamboo sticks to DTR 85 D by leaving the pole in idle condition. The complainant has done this unauthorizedly. The same was confirmed by the statement of consumers and lineman.

3. Personal hearing was conducted through video conferencing on 10.11.2020. Son of complainant by name Venkata Seshaiyah and respondents No. 1 and 2 present.
4. The point for determination is whether the complainant is entitled for continuation of AGL service Number. 3621451013011?

Son of the complainant accepted to continue their service under DTR No.85 - E and respondents No. 1 and 2 promised to restore the complainant service connection under DTR 85-E within 2 days. Accordingly respondents given service connection under DTR 85-E and also submitted consumer satisfaction letter.

5. Complainant when contacted by the secretary of the forum through phone on 18.11.2020 at 6.45 P.M., complainant's son informed that their work was completed and requested to close the complaint.
6. In as much as the grievance of the complainant is resolved, the complaint is disposed off in favour of the complainant.

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 9<sup>th</sup> December'2020.

Sd/-  
**Member (Technical)**

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.