

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 2nd day of June' 2021
Complaint Id: 87632021CTR/2020-21/ Tirupati Circle

Present

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

Chairperson
Member (Technical)
Independent Member

Between

M. Chengalrayulu,
S/o. Guravaiah,
Tatimakulapalli,
Penumur (M),
Chittoor.

Complainant

ORDER

1. The case of the complainant is that this forum pronounced orders for restoration of service connection No. 511100000828 in accordance with rules in C.G. No.61/2016-17 TPT Circle dt 23.11.2016. He approached AEE/O/Penumur and EE/O/Chittoor for several times but no response. He had also paid Rs.7,200 on 10.02.2020 towards development charges for restoration of service connection and he came to know that R. Srinivasulu who paid the amount on 27.05.2020 was given service connection. He is requesting to restore the service connection or to release new service connection.
2. Notice was sent to Executive Engineer /O/Chittoor calling explanation for not restoring the service connection No. 5111500000828 and to submit report in respect of releasing the new AGL service connection in the name of the complainant. EE presented report that old ASC No.5111500000828 is in live condition and account copy of the service with status of billing with '01' is enclosed as evidence. The service applied by the complainant is in a different

location and his name is in 19th place in the AGL priority list for allotment of DTR.

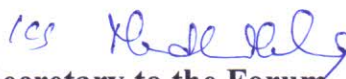
3. Personal hearing through video conferencing was conducted on 19.04.2021. Both the complainant and Executive Engineer present.
4. Complainant admitted that the service No.5111500000828 was restored and is in live condition. But according to the complainant, the Distribution transformer is not having sufficient capacity to provide power supply to him and other farmers and the other farmers are objecting for drawing power under the distribution transformer. If distribution transformer is not having sufficient capacity and is not feeding power supply to all the services underneath it, complainant can approach the concerned officer with an application to enhance the capacity of DTR. Executive Engineer concerned is advised to check the load under that DTR and if there is any low voltage, he shall enhance the DTR to see that there is no low voltage to all the consumers under that DTR in accordance with rules.
5. Executive Engineer stated that complainant applied AGL service at a different location. So he is directed to provide AGL service in accordance with the proceedings issued by Hon'ble APERC Practice Directions No.02/APERC/TR-1007/2021 dt: 23.03.2021 for releasing of service connections.
6. Accordingly complaint is disposed off.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

This order is passed on this, 2nd the day of June'2021.

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.

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Chief General Manager /O&M)/ CGRF/ APSPDCL/ Tirupati.

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.