

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

On this 30th day of September' 2021
C.G. No.14/2021-22/Anantapur Circle

Present

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

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

P.Lakshmaiah,
1-134,
Near Rama Temple,
Kurabavandlapalli,
Penukonda(M),
Anantapur Dt.

Complainant

AND

1. Assistant Accounts officer/O/Penukonda
2. Deputy Executive Engineer/O/Penukonda
3. Executive Engineer/O/Hindupur

Respondents

ORDER

1. The case of the complainant is that he had applied for AGL service connection in the year 2014 and paid the requisite amount, but he was not given service Number though he repeatedly approached the office at Penukonda. Hence presented the complaint.
2. Respondents No. 1 and 3 filed joint written submission stating that Pedda Lakshmaiah of Kurabavandlapalli (complainant herein) applied for AGL service connection and paid the amount on 07.01.2014. Estimate was created against WBS No.A-0144-07-03-33-01-0009 and service number

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DATE 30/9

was declared with SC No. 7334116000464 of Kurabavandlapalli distribution in SAP.

Kuruba .Lakshmi Devi of Kurabavandlapalli also applied for AGL service connection No.NR. 41412271034/27.02.2012 with CPDCL and paid the amount. The Registered number given by APSPDCL was 73341N003362012FEB27. The payment details were not exhibited in SAP. No service with Number 7334116000464 was declared in SAP. The above service number was declared to both individuals to Kuruba Lakshmi Devi and complainant herein. The name transfer was made in between these two persons on different dates. As per the account copy the service in favor of Smt. Kuruba Lakshmi Devi was released on 27.08.2014. The same information was submitted to IT wig for release of new service in favor of the complainant and number was assigned as SC.No.7334116000797. The payments made by parties in different periods was taken into consideration and revised bills shall be issued.

3. Respondent No, 1 also filed written submission separately with the same contents.
4. Personal hearing through video conference was conducted on 21.09.2021. Mr.P.Maruti S/o Complainant present. Respondents present . Heard both sides.
5. The point for determination is whether Respondents can be directed to release AGL service connection to the complainant?.

Respondents admitted in their written submission that complainant paid the requisite amount in the year 2012 for release of AGL service connection, but the payment details are not entered into SAP. Service number was assigned

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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)/ Operation)/ CGRF/ APSPDCL/ Tiruati.

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, SingareniBhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.