

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

On this the 11th day of November' 2021
C.G.No.32/2021-22/Anantapur Circle

Present

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

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

K. Bavayya,
Tamminayanapalli (V),
Reddycheruvupalli (P),
Gorantla (M),
Anantapur Dt.

Complainant

AND

1. Executive Engineer/O/Kadiri
2. Superintending Engineer/O/Anantapur
3. ChiefGeneralManager/O&M/APSPDCL/Tirupati

Respondents

ORDER

1. The case of the complainant is that they have paid the amount in the month of July'2020, material was given in January'21 but estimate was not prepared and also registration number was not furnished.
2. Respondent No.1 alone filed detailed written submission stating that complainant applied for release of power supply to poultry farm. The service was released with service No.7431281000140.

Complainant also applied for Agriculture service, the estimate was sanctioned vide WBS No.E-0460-07-04-11-03-0008 with 1 No.25 KVA 3 phase DTR, 3 Nos. 8.0 Mts PSCC poles, work order also released. After

DESPATCHED

DATE

12/11

getting material and DTR allotment the Agriculture purpose will be completed. Respondent No. 1 also filed additional written submission stating that application No., is 74312N264752021Feb15 and date of sanction of estimate was 12.05.2021. Respondent No.1 did not mention the serial number of the complainant in AGL seniority number in Gorantla section. But enclosed the copy of seniority list and it shows that complainant paid the amount on 17.08.2021. Complainant filed this complaint within 10 days from the date of payment i.e. on 28.08.2021.

Clause.4.1 of Reg.7 of 2004 is applicable for release of new service connections 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".

Had the respondents followed the above regulation scrupulously, this complainant would not have filed complaint before this forum.

3. Complainant stated in his complaint that he has paid Rs.75,000/- to Mr. Bala Krishna Naik but no receipt was issued to him. Complainant also did not state specifically mention the date of payment. Complainants are expected to pay the amount by way of Demand drafts and are not expected to pay the amount to the officers in cash. So also the field officers are not expected to take cash from the consumers without issuing any receipt.

Since it was represented that Sl. No of the complainant is 30 and it will be released as per seniority list, no further orders need to be passed by this forum in so far the AGL service connection is concerned. Respondents are directed to release service connections as per the prescribed procedure and if they could not release the service connection before the end of this year, they shall intimate the same in writing under proper acknowledgment mentioning the probable date of release.

5. Respondents are also advised to follow Clause. IV of Reg. 7 of 2004 and intimate the consumer his serial number in the seniority list and also display the seniority list in the notice board of the concerned offices. Respondents are also directed to submit compliance report in respect of display of list of AGL consumers applications pending for release in the notice board of the concerned offices.
6. Licensee is also requested to issue suitable directions to all the concerned officers to follow Reg. 07 of 2004, so that this type of complaints will not arise in future. Licensee is further requested to issue circular prohibiting the field officers and employees of the licensee to receive amounts from the consumers in cash for release of service connections.

