

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.33/2021-22/Kurnool 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

A.Satya Prasad,
Singanapalli,
OWK (P)
Banganapalli (M)
Kurnool Dt.

Complainant

AND

1. Executive Engineer/O/Nandyal
2. Superintending Engineer/O/Kurnool
3. Chief General Manager/O/Tirupati

Respondents

ORDER

1. The case of the complainant is that he applied for service connection about two years back having application and Registration No.84212G004902019APR03 and Estimation was sanctioned vide Estimation. No (WBS No.A-0362-08-02-35-02-0040). They were given poles, but Distribution Transformer was not provided and service connection

DESPATCHED
DATE 12/11

is not yet released. They were not able to track the application through online. Hence the complaint.

2. Executive Engineer/O/Nandyal filed written submission admitting that complainant presented application, it was sanctioned and complainant paid the amount on 25.09.2019. He further stated that Distribution Transformer issued for Agricultural service released until August'2019 and as per Agriculture seniority list of Operation Section, Sanajamala, the serial number of consumer is in 7th place of the list. Only poles were drawn and issued to consumer and remaining material to be drawn and Agriculture service will be released as early as possible.
3. Personal hearing was conducted through video conferencing on 22.10.2021. Both parties reiterated their contentions.
4. Complainant mentioned in his complaint that he was not able to track on his application through website of the licensee. Respondents also did not state after receipt of payment, complainant was informed about his serial number in the seniority list and probable date of releasing of service connection. So also they did not state that they displayed the list of AGL services to be released in the notice board of that section.

Clause.4.1 of Reg. 07 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 this complaint before this forum.

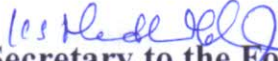
5. Since it was represented that Serial Number of the complainant is seven(7) and it will be released as per seniority list, no further orders need to be passed by this forum. Respondents are directed to release service connections as per the prescribed procedure and if they could not release the service connection before the end of this year, they shall intimate the same in writing under proper acknowledgment mentioning the probable date of release.
6. Respondents are also advised to follow Clause.IV of Reg. 07 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 within 15 days from the date of receipt of this order.

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.

7. Accordingly the complaint is disposed off.

Sd/- Sd/- Sd/- Sd/-
Member (Technical) Member (Finance) Independent Member Chairperson

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 11th November'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)/ 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, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.