

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 2nd day of August' 2021
C.G.No.03/2021-22/Kurnool Circle

Present

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

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

K. Mohammad Hussain,
S/o. Abdul Khadar,
Gajulapalli,
Mahanandi (M),
Kurnool Dt.

Complainant

AND

1. Deputy Executive Engineer/Nandyal CCO
2. Executive Engineer/O/Nandyal

Respondents

ORDER

1. The case of the complainant is that Agriculture service connection bearing No.8432307004111 under HVDS scheme was released to him in the year 2018. But electric poles, wire and other material was not yet provided. He had made an application to concerned AEE on 03.09.2020 informing him that electric pole, wire and other material was not provided and also personally met him. But no action was taken.
2. Respondent No.2 filed written submission stating that complainant applied for AGL service connection with Reg. No. 84323N07785 2015MAR19 for 8 HP load on 19.03.2015 and paid an amount of Rs.7,705/- towards development charges and security deposit charges. HVDS works under SS-31, 100 KVA DTR in Gagulapalli are pending till now. But the consumer utilizing the supply from the above DTR, so the

DESPATCHED
DATE 02/08

service was released on 11.01.2019 as per the instructions of higher authorities. During inspection on 15.06.2021, it was found that service is away at a distance of 150 Mts from existing LT line. This work will be taken up under HVDS work

3. Personal hearing was conducted through video conferencing on 22.07.2021. Complainant and respondents' No. 1 and 2 present. Heard both sides. Both sides reiterated their versions.
4. The point for determination is whether the complainant is entitled to have poles, electric wire and other material for his AGL service connection?

The contention of the respondents is that complainant applied for AGL service connection under HVDS scheme in the year 2015. But the works are not completed and still pending. As per the instructions of higher authorities service was released on 11.01.2019. Complainant filed photo depicting that the electric service line was connected from his borewell to transformer through wooden poles. Supplying service with wooden poles is very dangerous for both human life as well as for cattle.


The contention of respondents is that since the work under HVDS scheme was not completed, the service was provided as per instructions of higher authorities is not tenable. Once a service is sanctioned, it should be released by providing all material required for that service connection. If service could not be released under HVDS scheme, the same should have been intimated to the consumer in writing stating that the amount deposited by him will be refunded if applied or he can change over to regular schemes for getting AGL service connection. Simply providing service connection without extending all the facilities annexed to it is not legally sustainable. Respondents are bound to provide all the

required material for the AGL service connection of the complainant. The point answered accordingly.

5. In the result the complaint is allowed. Respondents are directed to provide all the required material to the AGL service connection of the complainant bearing No.8432307004111 within 30 days from the date of receipt of this order and submit compliance report with 15 days thereon.

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 2nd August'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/ 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.