

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

On this the 30th day of May'2023
C.G.No.69/2022-23/Ananthapur Circle

Present

Sri. K. Ramamohan Rao

*Chairperson (I/c) &
Member (Finance)*

Sri. S.L. Anjani Kumar

Member (Technical)

Smt. G. Eswaramma

Independent Member

Between

Smt.D.P.Khader bi
5-177,
Near Bodrai,
Pamidi,
Ananthapur Dt.

Complainant

AND

1. Deputy Executive Engineer/Anantapur (W)
2. Executive Engineer/Operation/Anantapur (R)

Respondents

ORDER

1. The complainant presented a complaint before this forum stating that, she is having agricultural land in Sy.No.337,338 at Kallur village. The complainant applied for release of 2No's. Agricultural services at Kallur. The estimate was sanctioned and paid necessary deposits. But the department sanctioned distribution transformer, but not yet provided the sanctioned DTR to her agricultural services to release 2 No's. agricultural service connections. Hence requested the forum to release the services duly providing the DTR.
2. The case was registered as C.G.No.69/2022-23/Ananthapur Circle and sent to respondents for written submissions.

o/c
DESPATCHED
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3. Respondent. No.2 has submitted written submission stating that an estimate for erection of 1No.25KVA DTR is created vide Estimate No.A-0238-07-01-22-05-0005 to release the complainant's 2 No's Agricultural services and further stated that work order also released, but work order was closed for nil. The EE/R/Ananthapur stated that it is submitted to higher authorities to obtain approval for revoking the estimate and work order to take up the work, hence stated that after obtaining the necessary approval the work will be taken up. Hence requested to close the case.

4. Personal hearing through video conferencing was conducted @ 11.30Hrs on 11.1.2023. EE/R/Ananthapur, Dy.EE//West/Ananthapur and complainant Smt.Khaderbi present. Heard both sides.

The EE/R/Ananthapur has stated that while executing the HVDS works the complainant paid the necessary deposit amounts to release the 2 No's. Agricultural services each 6HP load. Estimate was sanctioned but work order closed for NIL and further stated that necessary approval from CGM/Commercial/Corporate Office/Tirupati is required to revoke the work order, awaiting for the approval from Corporate Office/Tirupati, soon after receipt of the approval from Corporate Office/Tirupati, they will release the 2 No's. agricultural services within a week. Hence requested to close the case.

The complainant Smt.D.P.Khader bi has stated that during June'2020 she came to know that her service is not available in consumer ledger. On 28.10.2022 she raised a complaint in "Call your SE/O/Ananthapur" programme. Hence requested the forum to release the 2 No's. Agricultural services.

The Dy.EE/West/Ananthapur has promised that they will complete the work within a week, soon after receipt of the approval from the Corporate Office/Tirupati. Hence requested to close the case.

5. Additional written submission called for from the respondents to submit the report in a week. Reminder letters sent to respondents several times to submit the

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 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.