### BEFORE THE FORUM

## FOR REDRESSAL OF CONSUMER GRIEVANCES

# IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI

On this the 30<sup>th</sup> 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

Complainant

5-177.

Near Bodrai,

Pamidi.

Ananthapur Dt.

AND

1. Deputy Executive Engineer/Anantapur (W)

Respondents

2. Executive Engineer/Operation/Anantapur (R)

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#### 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.

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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/Anantapur 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

additional written submission immediately to this forum. The EE/R/Ananthapur has orally stated over phone that after revoking the old work order and after obtaining approval from Corporate Office/Tirupati, they will finish the said work. Hence this forum directed the respondents on 2.5.2023 to finish the said work at an early time.

6. On 23.5.2023 the EE/R/Ananthapur has submitted the additional written submission stating that the said work was completed and they released 2No's agricultural services. The EE/R/Ananthapur has also enclosed the complainant satisfaction letter.

7. When the staff of this forum contacted over phone with the complainant Smt.D.P.Khader bi through registered Mobile No. 9441179390 @ 11.30A.M on 23.5.2023, she expressed her satisfaction and stated that after obtaining necessary approval from Corporate Office/Tirupati the department released her 2 No's. agricultural services and also stated that she also submitted her satisfaction letter to the respondents. Hence requested to close the complaint.

8. In as much as the grievance of the complainant is resolved by the respondents, the complaint is disposed off in favour of the complainant.

Sd/- Sd/- Sd/-

Member (Technical) Independent Member Chairperson (I/c)

Forwarded By Order

Secretary to the Forum

This order is passed on this, the day of 30<sup>th</sup> May'2023

If aggrieved by this order, the Complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, 3<sup>rd</sup> 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 Nodal Officer (Chief General Manager(O&M)/Operation)/CGRF/APSPDCL/Tirupati.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh, 3<sup>rd</sup> 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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.