

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

On this the 7th day of March' 2023
C.G.No.09/2022-23/Nellore Circle

Present

Sri. K.Rama Mohan Rao

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

Sri.S.L.Anjani Kumar

Member (Technical)

Smt. G.Eswaramma

Independent Member

Between

P.VenkataSubba Reddy,
AnnambakaVillage,
ChillakurMandal,
Tirupati Dt.

Complainant

AND

1. Executive Engineer/O/Gudur

Respondent

1. The case of the complainant is that he had applied for agricultural service on 30.11.2016. In the year 2018 department erected distribution transformer to the complainant along with P. Srinivasulu Reddy and P. Venugopal Reddy and released service connection vide ASC No.3111102000321. In the year 2019 the 11KV line connected to his service was removed. Immediately the complainant informed the same to AEE/O/Chillakur. The AEE/O/Chillakur has stated that after inspection he will provide the connection to his Agricultural service, but not yet provided the connection. Hence requested the forum to resolve his grievance.
2. The case was registered as C.G.No.09/2022-23/Nellore Circle and sent to respondents for written submissions.
3. The EE/O/Gudur has submitted written submission stating that he inspected the location of Sri.PonakaVenkata Subba Reddy agricultural fields at Annambaka village in Chillakur Mandal, Tirupati Dt. along with the consumer, AEE/O/Chillakur & AEE/O/Chendodu on 24.5.2022.EE/O/Gudur has stated that currently, the field condition is that the existing 11KV C.S.Puram feeder line passing through the Mango garden of Sri.Panabaka Ankaiah and the line jumpers

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were removed in the year 2019 due to un-known reasons. Since then, there is no electrical supply to agricultural Distribution transformer of Sri.PonakaVenkata Subba Reddy against ASC No.3111102000321, Annambaka distribution in operation section, Chillakur dueto field objections with the neighboring agricultural land owner Mr.Panabaka Ankaiah, as the 11KV C.S.Puram feeder emanating from 33/11KV Chittedu Sub-station passing through Mr.Panabaka Ankaiah's Mango Gardens.

The EE/O/Gudur has stated that they are negotiating with the neighboring consumer to cut the Mango tree and other trees which were grown up in his garden as the trees which are obstructing to reconnect the removed 11KV jumpers for extending electrical supply to Agricultural DTR connected to PonakaVenkata Subba Reddy agricultural distribution transformer. He further stated that within one month time period they will resolve the case and provide electrical supply to the said agricultural service.

4. Personal hearing through video conferencing was conducted @ 11.30A.M. on 25.8.2022.Dy.EE/O/Gudur present and complainant present. Heard both sides.

The complainant stated that there is no crop at present hence requested to provide electrical connection to his existing agricultural service.

Dy.EE/O/Gudur has requested time to complete the said work.Hence the case was posted to next hearing.

5. The point for determination is whether to provide the electrical supply to existing ASC No.3111102000321, Annambaka distribution from 11KV C.S.Puram feeder emanating from 33/11KV Chittedu Sub-station which is passing through Mr.Panabaka Ankaiah's Mango Garden duly clearing the Mango trees of neighboring consumer?

Several reminders were sent from this forum through online as well as through phone call to the respondent to resolve the grievance and submit the compliance report. But, no reply received from the respondent.

6. When the Member Technical of this forum contacted with the EE/O/Gudur on 16.11.2022 to enquire about the said case, the EE/O/Gudur has stated that within three days they will negotiate with the neighboring agricultural consumer and re-connect the 11KV Jumpers to provide electrical connection to the existing ASC No.3111102000321.
7. The Executive Engineer/O/Gudur has intimated over phone on 02.02.2023 to the Secretary of this forum stating that the delay in execution of the said work is only due to right of way problem but not due to departmental delay. Further stated that, they again inspected the premises and found that as per the present field position it is very difficult to restring the 11KV line in the existing path as the existing 11KV lines were badly damaged and the mango trees are very big and it is very difficult to clear the mango tree. Hence stated that an estimate was prepared under T&D improvement for re-routing of 11KV line to release the complainant's service. Soon after sanction of the estimate they will complete the said work at an early date.
8. The EE/O/Gudur has submitted additional written submission stating that the premises was inspected and convinced the neighboring consumer to restore the supply by cutting the Mango trees. But the existing mango trees are very big and it is very difficult to restring the 11 KV line in old path and the existing poles also badly damaged. Hence an estimate was prepared for re-routing of 11 KV line, the estimate was sanctioned vide WBS No.T-0222-04-01-11-04-012 and the work was executed and completed on 08/02/2023 (enclosed complainant's satisfaction letter)
9. In the consumer's satisfaction letter the complainant Sri.P.Venkata Subba Reddy, Annambaka village has stated that he was satisfied for the work done by the department people for restoration of supply to his agriculture service and also requested the Hon'ble Chairperson, Consumer Grievances Redressal Forum to close the complaint filed by him.

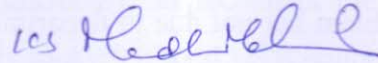
10. When the secretary of the Forum contacted complainant over phone on 21.02.2023 @ 11.40 AM, he expressed his satisfaction as the work was completed by the department a week before and hence requested to close the case.
11. In as much as the grievance of the complainant is resolved by the Respondents, the complaint is disposed off in favour of complainant.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson (I/c)

Forwarded By Order



Secretary to the Forum

This order is passed on this, the day of 7th March'2023

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 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.