

**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.45/2022-23/Tirupati Circle**

*Present*

*Sri. K. Ramamohan Rao*

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

*Sri. S.L. Anjani Kumar*

*Member (Technical)*

*Smt. G. Eswaramma*

*Independent Member*

*Between*

G.Thrivikrama Rao  
Neeruvai (V)  
Vellore (P),  
Pichatur(M),  
Chittoor Dt.

Complainant

***AND***

1. Junior Accounts Officer/O/Nagalapuram  
2. Deputy Executive Engineer/O/Nagalapuram  
3.Executive Engineer/O/Puttur

Respondents

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**ORDER**

1. The case of the complainant is that earlier the complainant is having ASC Nos. 5331215000014 and 5331210000367. At present the services are under dismantlement status. The complainant requested the forum to direct the respondents to change the status from dismantled to live status and also requested to convert the said services from Agricultural paid category to Agricultural un-paid category.
2. The case was registered as C.G.No.45/2022-23/Tirupati Circle and sent to respondents for written submissions.
3. Respondent.No.2 submitted written submission stating that, Mr.G.Thrivikrama Rao at Neeruvoy Village of Pichatoor Mandal submitted a complaint during Special Vidyuth Adhalath conducted on 11.08.2022 regarding dismantlement of ASC No's 5331215000014 & 5331210000367.

**DESPATCHED**  
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*o/c*

He further stated that on verification of ERO records, the above Agriculture services are dismantled long back. The dismantled services are unable to reconnect, initiated to the consumer to apply for new service. Hence requested to close the grievance.

4. Personal hearing through video conferencing was conducted @ 11.30A.M. on 13.12.2022. Executive Engineer/O/Puttur, Dy. Executive Executive/O/Nagalapuram and complainant Mr. G. Thrivikrama Rao present. Heard both sides.

The EE/O/Puttur has stated that the said services cannot be reconnected as the said services are already dismantled and also stated that they have already intimated to the complainant to register for new Agricultural service connection, after registration, they will release the service duly following departmental rules in vogue.

The complainant requested for re-connection of the 2No's. Agricultural service connections at an early date.

5. Point for determination is whether to issue orders for reconnection of 2 No's. Agricultural services SC No. 5331215000014 & 5331210000367 which are already dismantled by the department?

The complainant's Agricultural services vide ASC No's.5331215000014 and 5331210000367 are already under dismantlement status. Further on review of the CBS ledger, it is noticed by this forum that, SC No. 5331215000014 is only in the name of the Complainant and 5331210000367 is in the name of Mr.D.Munaswamy. Hence for SC No. 5331210000367 the said complainant is not the registered consumer. Therefore this forum cannot consider the request of the complainant for another Agriculture service SC No. 5331210000367. Further the issue of reconnection order to agricultural service SC No.5331215000014 and convert the Agricultural service SC No. 5331215000014 from paid to un-paid category will not be considered as the SC No. 5331215000014 is already dismantled by the department.

Clause. 5.9.6 of GTCS is as follows:

***“5.9.6 Dismantlement of Service Line after Termination of Agreement: On the termination of the LT or HT Agreement, the company is entitled to dismantle the service line and remove the materials, Meter, cut out etc. After termination of the Agreement, the consumer shall be treated as a fresh applicant for the purpose of giving supply to the same premises when applied for by him provided there are no dues against the previous service connection”.***

Complainant did not choose to submit any application for release of new service connection in the name of the complainant. This forum could not direct respondents to restore the service connection in the name of complainant which is dismantled long back. Herein without submitting an afresh application by the complainant, this forum cannot direct the respondents to release new agricultural service in the name of the complainant. The complainant is advised to register application for new Agricultural service connection as per the departmental procedure, on receipt of necessary documents and necessary deposits for the new agricultural service connections. The respondents are directed to release the agricultural service connection as per the priority list duly following the departmental rules in vogue. Further this forum is not competent to intervene and pass orders for release of the AGL service vide SC No.5331210000367 which is in the name of Mr. D. Munaswamy who has not filed complaint before the forum. The point is answered accordingly.

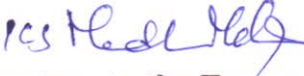
5. In view of the above, the complaint of C.G.No.45/2022-23/Tirupati Circle is disposed off.

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson

**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.