## BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI On this the 7th day of August' 2023 C.G.No.03/2023-24/Ananthapur Circle

Present

Sri. K. Ramamohan Rao

Sri. S.L. Anjani Kumar Smt.G. Eswaramma Chairperson (FAC) & Member (Finance)
Member (Technical)
Independent Member

Between

K.Rajasekhara, S/o.K.Kullayappa, 276-1, Masakavankapalli, Nallamada, Ananthapur Dt.

Complainant

AND

1. Deputy Executive Engineer/O/ Kadiri

2. Executive Engineer/O/Kadiri

3. Executive Engineer/Construction/Ananthapur

Respondents

## ORDER

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- 1. The case of the complainant is that the complainant has applied for agricultural service of 8HP at Nallamada. The complainant also paid necessary deposits on 23.3.2021, but so far the department not released the agricultural service connection. Hence requested the forum to release the Agricultural service connection.
- 2. The case was registered as C.G.No.03/2023-24/Ananthapur Circle and sent notice to Respondents for written submissions.
- 3. The complainant further sent photographs of poles and line materials connected to his service through mail to this forum on 10.7.2023. The complainant also complained over phone to this forum on 10.7.2023 stating that the department erected poles and line materials for his service, but not released the Agricultural

C.G.NO.3/2023-24/ANANTAPUR CARCLE

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service connection. Hence requested to release the Agricultural service connection and to safeguard the crops.

- EE/O/Kadiri has submitted written submission stating that, grievance has been 4. registered in favour of Assistant Executive Engineer/Operation/Nallamada, Providing of electrical Connection to the New Agriculture bore well applied and sanctioned vide WBS NO:A-0508-07-04-33-01-0018 and necessary payments were paid on dt:15.06.2023. But materials and 25 KVA DTR were not issued by AE Nallamada. In this connection, the Assistant Executive Engineer, Operation, Nallamada has submitted his reply stating that, on receipt of the payment of the complainant, the next day the AE/O/Nallamada has applied work order application to draw the material and to execute the work at an early date. All internal process of Departmental activities has been completed within timeframe limit. But, while executing the work, the neighbor consumer has not allowed to string the new line to extend power supply to the complainant due to their internal disputes. The delay arose to solve the problem between complainant and neighbor consumers to extend power supply to the new Agriculture consumer. Finally the work has been taken up and completed in full shape on 01.08.2023. The delay in time is taken only to solve the disputes between both the parties, but not intentional delay by the Department. Hence requested the forum to close the case.
- 5. When secretary of this forum contacted over phone @ 4.00P.M. on 4.8.2023 with the complainant, the complainant Mr.K.Rajasekhara expressed his satisfaction over completion of the said work and requested to close the case.
- 6. In as much as the grievance of the complainant is resolved by the respondents, the complaint is disposed off in favor of the complainant.

Sd/-Member (Technical) Sd/-Independent Member Sd/-

Chairperson (FAC)

Forwarded By Order

Secretary to the Forum

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

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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.