

**CONSUMER GRIEVANCES REDRESSALFORUM**

**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED, TIRUPATI**

**This the 11<sup>th</sup> day of October' 2023**

**C.G.No.02/2023-24/Ananthapur Circle**

**CHAIRPERSON**

**Sri. V. Srinivasa Anjaneya Murthy  
Former Principal District Judge**

**Members Present**

**Sri. K. Ramamohan Rao      Member (Finance)  
Sri. S.L. Anjani Kumar      Member (Technical)  
Smt. G. Eswaramma      Member (Independent)**

***Between***

D.Mahammad, D.No.5-196, Jallipalli (V),  
Kuderu (M), Ananthapur Dt.

Complainant

***AND***


1. Deputy Executive Engineer/O/ West/Ananthapur
2. Executive Engineer/R/ Ananthapur
3. Executive Engineer/Construction/Ananthapur

Respondents

This complaint came up for final hearing before this forum through video conferencing on 09.10.2023 in the presence of the complainant and respondents and having considered the complaint and submissions of both the parties, this forum passed the following:

**ORDER**

1. The case of the complainant is that he is a resident of Jallipalli village of Kuderu Mandal, Ananthapur District and he had registered Agricultural applications under HVDS Scheme vide Reg.Nos.76113N399602021DEC20 and 76113N399612021 DEC20, that the respondents released two service



connections bearing Nos.7611308001676 and 7611308001677 on 22.12.2021, but actually the said connections were not physically released on the field and the necessary work for laying the line and erecting the poles was not executed and thereby the consumer requested to do justice.

2. The said complaint was registered as C.G.No.2/2023-24 and notices were issued to the respondents calling for their response. The 2<sup>nd</sup> respondent submitted their response stating that the consumers are in the network of SS 2<sup>+</sup>

✓  
2 Jallipalli mother DTR and the HVDS works under Jallipalli SS 2 mother DTR were completed by 06.10.2021 which is prior to receipt of applications from the complainant and as such the contractor could not complete the works but by oversight the former AE/O/Kuderu issued the service numbers though the work was not completed and under the said circumstances the work will be taken up after getting approval from Corporate Office, Tirupati after creating the estimation and the work will be executed.

3. Now the point for determination is:

Whether necessary directions are required to be issued to the respondents for completion of the work after making estimation and after payment of the estimated cost by the consumer?

4. **POINT:** During the course of enquiry through the video conferencing, the respondent No.2 submitted that within one week they will prepare the

estimates and issue demand notice to the complainant calling for payment of estimated cost for executing the said works and on receipt of the estimated cost from the complainant, they would execute the work and complete the same within one month thereon.

5. Perused the entire record. The response of 2<sup>nd</sup> respondent shows that the HVDS works under Jallipalli SS 2 mother DTR was completed by 06.10.2021 which is prior to the date of applications of the complainant on 20.12.2021 and as such the HVDS scheme was changed into normal plan in the case of the complainant herein and now the respondents have to make estimations of the cost of erection of poles, laying the lines and to complete the work for which some time is required.
6. Considering the circumstances, this forum opine that the complaint can be allowed directing the respondents to provide the service connections to the complainant duly executing the necessary works for which time can be fixed. Accordingly, the point is answered.
7. ***In the result***, the complaint is allowed. The respondents are directed to make estimations of the cost for execution of the work in providing the two agricultural service connections of the complainant within one week from the date of this order and to raise demand for payment for the said cost of the works on the complainant and the complainant within 15 days from the date of receipt of the demand, pay the said estimated cost and within one month from the date of payment of the estimated cost by the



complainant, the respondents shall execute and complete the works and to submit compliance report to the forum within 15 days from the date of completion of the work. No order as to costs.

8. The complainant is informed that if he is aggrieved by the order of the forum, he may approach the Hon'ble Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada- 08 in terms of Clause 13 of Reg.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyut ombudsman.ap.gov.in.

Typed to dictation by the computer operator -2 corrected and pronounced in the open Forum on this 11<sup>th</sup> day of October'2023.

*Venky 11/10/2023*  
**CHAIRPERSON**

*K. Ramesh Babu Rao*  
**Member (Finance)**

*11/10/2023*  
**Member (Technical)**

*G. Srinivasan*  
**Member (Independent)**

Copy to the *11/10/2023*

**Complainant and All the Respondents**

Copy Submitted to

**The Chairman & Managing Director/Corporate Office/APSPDCL/ Tirupati.**

**The Hon'ble Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.**

**The Secretary/Hon'ble APERC/Hyderabad-04.**

**The Stock file.**