

CONSUMER GRIEVANCES REDRESSALFORUM
SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,
TIRUPATI

This the 03rd day of April' 2024

C.G.No.85/2023-24/Kadapa 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

C. Venkata Kondappa, D.No. 20/290,
Opp. 132 KV Sub Station, Rameswaram Bypass Road,
Proddatur, Kadapa Dist. Complainant

AND

1. Deputy Executive Engineer/O/Proddatur
2. Executive Engineer/O/Proddatur Respondents

This complaint came up for final hearing before this Forum through video conferencing on 21.03.2024 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

01. The complainant filed the complaint stating that he has applied for service connection to his newly constructed house in Balayya Nagar, Dorasaniaplli in Proddatur Town, that after 20 months he received a letter from the respondents asking him to produce more documents for preparing the estimate but it is a Plot in the layout, that besides himself another two



consumers also need service connections, the respondents are not issuing the service connections on the pretext that layout approval is not produced and hence this complaint.

02. The said complaint was registered as C.G.No.85/2023-24 and notices were issued to the respondents calling for their response. The respondents in the first instance submitted their response stating that as per standing guidelines issued by Corporate Office, APSPDCL, Tirupati, the layout in which the complainant applied for service connection consisting of total 44 Plots and hence 160 KVA DTR is required and whole layout should be electrified and hence they denied the request of the complainant for providing of power supply upto his Plot with 25 KVA DTR. However, the respondents later submitted a copy of the letter addressed to the complainant asking the complainant to register application at mee-seva for new service connection for his plot and after registration of the application, estimates will be prepared and after getting sanction from the authorities concerned, they issue demand notice and after payment of necessary charges by the complainant they take up further course of action from their end as per departmental procedure.

03. Heard both the parties through video conferencing.

04. Now the point for determination is :

“Whether the complainant is entitled for Service connection to his newly constructed house as prayed for”?

05. The case of the complainant is that he is having a Plot in the layout near Rameswaram Bypass Road, Proddatur, that he applied for service

connection for his newly constructed house in the said Plot, but the respondents did not issue the service connection on one pretext or other.

06. On the otherhand, in the first instance the respondents contended that as per the guidelines issued by Corporate Office, APSPDCL, Tirupati the entire layout should be electrified by installing 160 KVA DTR and providing supply to an individual Plot owner out of the 44 Plots of the layout by erecting 25 KVA DTR is not permitted and hence, they denied the request of the complainant.
07. The complainant has stated that in the adjacent layouts, the respondents released individual service connections and in his layout also the respondents previously issued service connection to Plot No.44 in the year 2009 and as such the said guidelines not applicable to his case.
08. On hearing both the parties, our Forum members thought that it is better to make field inspection to arrive at a better understanding for proper adjudication of the issue. Accordingly, the Chairperson and the Members/Finance and Technical after giving notice to both the parties visited the newly constructed house of the complainant and conducted field inspection on 19.03.2024. During the course of our inspection, the respondents represented that though earlier they represented that the complainant is not entitled for service connection on erecting an individual



25 KVA DTR, now they are ready to release the service connection to the complainant's house by erecting 25 KVA DTR subject to filing of the application by the complainant through mee-seva and on payment of estimated charges for execution of the work, since the earlier application of the complainant was denied and deleted. The record produced by the complainant shows that he registered his earlier application on 24.01.2022 but it seems that earlier as per the guidelines of Corporate Office, APSPDCL, Tirupati the respondents denied the request of the complainant but now they are ready to release service connection to the complainant subject to filing fresh application since his earlier application was more than two years back. The complainant agreed to make a fresh application for service connection. However, the complainant demanded for erection of DTR at the entrance point of Kothapeta to Dorasanipalli Road but not near to his house. We noticed that nearly there are 02 or 03 plots existed in between the Plot No.30 of the complainant and Kothapeta to Dorasanipalli Road. The respondents represented that they proposed to erect the 25 KVA DTR at some distance from the house of the complainant in a public place/Road margin leading to the house of the complainant from Kothapeta to Dorasanipalli Road in order to avoid power fluctuations and low voltage and it will be beneficial to the complainant. We opine that choosing of a



place where DTR is to be erected depends upon various technical aspects which the respondents alone know and as such it is for the respondents to fix the place of erection of the DTR and the complainant cannot demand the respondents to erect the DTR in the place at his choice. It is for the respondents to choose the place where the DTR is to be erected considering several aspects but without causing any inconvenience to the consumers.

09. Subsequent to our field visit, the respondents addressed a letter to the complainant on 23.03.2024 marking a copy to this Forum in which they requested the complainant to register an application at mee-seva so as to enable them to prepare the estimates and after getting sanction from the authorities concerned, they issue a demand notice for payment of necessary charges and on payment of the estimated charges, they will take further course of action and complete the work as per the departmental procedure. Considering the said letter of the respondents addressed to the complainant, this Forum opine that this compliant can be disposed off by issuing necessary directions to both the parties for release of the service connection to the house of the complainant. Accordingly, the point is answered.
10. The compliant is disposed off directing the complainant to register application in mee-seva as per rules on which the respondents are directed to prepare estimates and issue demand notice to the complainant and on



receiving the demand notice, the complainant shall pay the estimated charges to the respondents and immediately on payment of the estimated charges, the respondents shall get necessary sanction from the authorities concerned and complete the work immediately following SOP norms and relevant rules and Regulations in vogue and inform to this Forum about completion of the work. No order as to costs.

11. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3rd Floor, Plot.No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.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 vidyutombudsman.ap.gov.in.

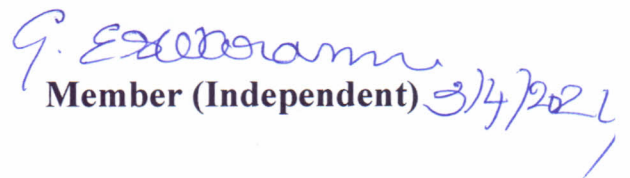
Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 03rd day of April'2024.


3/4/24

CHAIRPERSON


Member (Finance)
03/04/2024


Member (Technical)


Member (Independent) 3/4/2024

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and All the Respondents

Copy Submitted to

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

**The Vidyut Ombudsman, 3rd Floor, Plot
No.38, Sriramachandra Nagar, Vijayawada-08.**

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

The Stock file.

