

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

This the 06th day of December' 2023

C.G.No.58/2023-24/Tirupati 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)

Between

Smt.M.Sampoorna, 40 Hanuman Layout,
Kothacherlopalli, Pudipatla, Chittoor District. Complainant

AND

1. Assistant Accounts Officer/ERO/Chandragiri
2. Dy. Executive Engineer/O/Chandragiri
3. Executive Engineer/O/Tirupati Rural Respondents

This complaint came up for final hearing before this Forum through video conferencing on 01.12.2023 in the presence of the respondents and the complainant remained absent and having considered the material placed by both the parties, this Forum passed the following:

ORDER

01. The complainant during the Vidyut Adalat conducted on 09.11.2023 at Tirupati filed the complaint stating that she obtained one electrical service connection for her house in the year 2014, that she wants to



construct upstairs for which she applied for second electrical service connection but the respondents did not release the same and in order to avoid more CC charges, she need a second electrical service connection and hence she requested to direct the respondents for issuance of second electrical service connection.

02. The said complaint was registered as C.G.No.58/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on 03.07.2014 on the application of the complainant they have released one service connection, whereas on 01.03.2023 the complainant applied for second service connection for her bore well and it is not possible to issue second service connection for her single house and they have explained the same to the complainant and she satisfied and agreed to withdraw the complaint and thereby they requested to close the complaint.
03. Heard the respondents through video conferencing. The complainant remained absent.
04. Now the point for determination is:

*“Whether the complainant is entitled to a
Second service connection to a single house”?*



05. *“Clause 3.5 of General Terms and Conditions of Supply (GTCS)*

reads as follows:


3.5: Definition of separate establishment:

3.5.1 : For the purpose of the GTCS, separate establishments shall include the following types of establishments;

- i) Having distinct setup and staff*
- ii) Owned or leased by different persons*
- iii) Covered by different licensees or registrations under any law where such procedures are applicable, and*
- iv) For domestic category, the households having a separate kitchen.*

3.5.2: Each separate establishment will be given a separate point of supply”.

06. Admittedly, the complainant has already obtained one service connection for her single house and she applied for a second service connection for the proposed upstairs to be constructed in future. As per Clause.3.5.1 of GTCS, the complainant should have another separate portion in her existing house with separate kitchen to get the second service connection but at present she has no such type of accommodation. In view of Clause.3.5.2 of GTCS, as rightly stated by the respondents, the complainant is not entitled to get second service connection until construction of upstairs on her existing house. The complainant subsequent to filing this complaint through



her letter dated 18.11.2023 requested to keep the amount paid by her for the second service connection with the respondents and she will obtain the second service connection after construction of upstairs on the existing house. But, this Forum feel that it is not appropriate to keep the amount paid by the complainant with the respondents and the respondents can be directed to return the said amount to the complainant instead of retaining the same with them and the complainant after construction of the upstairs, she can pay the necessary amounts afresh and apply for second service connection as per the Rules and Regulations of Hon'ble APERC and GTCS prevailing on that date. Accordingly, the point is answered.

07. **Result:** The complaint is disposed off accordingly. The respondents are directed to return the amount paid by the complainant for second service connection as per rules in vogue. However, the complainant can apply for second service connection by paying necessary amounts afresh after construction of upstairs and in such a case the respondents shall consider her application, as per the Rules and Regulations of Hon'ble APERC and GTCS prevailing on that date. The respondents are directed to return the amount to the complainant within 30 days of receipt of this order and shall send




compliance report within one week from the date of such refund of the amount. There is no order as to costs.

08. The complainant is informed that if she is aggrieved by the order of the Forum, she may approach the Hon'ble 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 06th day of December'2023.


CHAIRPERSON


Member (Finance)
06/12/23


Member (Technical)

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 Hon'ble Vidyut Ombudsman, 3rd Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

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

The Stock file.

