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

TIRUPATI

This the 07th day of February' 2024

C.G.No.90/2023-24/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)
Smt. G.Eswaramma Member (Independent)

Between

Smt. C. Devani, T.K.M. Peta Harijanawada, Karvetinagaram, Tirupati District.

Complainant

LVD

- L. Dy. Executive Engineer/O/Karvetinagaram
- 2. Executive Engineer/O/Puttur

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 02.02.2024 in the presence of the husband of the complainant and respondents and having considered the complaint and submissions of both the parties, this Forum passed the following:

ORDER

O1. The complainant filed the complaint during Vidyut Adalat conducted at Puttur on 19.12.2023 stating that she applied for an agricultural service connection by paying necessary deposit amounts but the respondents did not release the service connection.

- O2. The said complaint was registered as C.G.No.90/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the complainant registered an application for releasing of agricultural service connection and estimation was sanctioned on 02.01.2024 and demand notice was served to the complainant for payment of estimated amounts and they will release the service connection on receipt of the estimated amounts from the complainant.
- **03.** Heard both the parties through video conferencing.
- O4. From the written submission of the respondents, it is evident that they have prepared the estimations for release of the service connection on the application of the complainant and accordingly issued demand notice asking the complainant to pay the estimated amounts and now the complainant has to pay the said amounts on which service connection will be released.
- O5. Considering the facts and circumstances, this complaint is closed directing the respondents to release the service connection on payment of the estimated amount by the complainant, as per the departmental rules in vogue. The same is informed to the husband of the complainant also. No order as to costs.

The complainant is informed that if she is aggrieved by the order of the 06. 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 07th day of February'2024.

Member (Technical) Member (Independent) 1/2/202

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.