



02. The said complaint was registered as C.G.No.100/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they arranged one DTR for the service connection of the complainant and for the service connection of another consumer but the complainant is asking for a separate DTR exclusively for her service connection for which she has to pay the estimated amount but the complainant did not come forward to pay the estimated amount.
03. Heard the respondents through video conferencing. The complainant remained absent to the enquiry.
04. As could be seen from the written submission of the respondents it seems that the complainant as did not pay the estimated amount. the respondents did not install exclusive DTR for the service connection of the complainant. The complainant also failed to deny the said statement of the respondents. Admittedly, the complainant is getting power through the service connection attached to the existing DTR and naturally if she wants an exclusive DTR for her service connection, she has to pay the estimated cost of the DTR and installation charges. Hence, the respondents are directed to install the DTR exclusively for the service connection of the complainant, subject to her applying for the same and paying the estimated cost as per GTCS rules in vogue. The complaint is disposed off accordingly. There is no order as to costs.



05. The complainant is informed that if she is aggrieved by the order of the Forum, she may approach the 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 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 21<sup>st</sup> day of February'2024.

*Vijay 21/02/2024*  
CHAIRPERSON

*K. Ramana Lakshmi*  
Member (Finance)  
*21/02/2024*

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

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

The Stock file.

*Vijay*