

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

**This the 03<sup>rd</sup> day of September' 2024**

**C.G.No.12/2024-25/ Anantapur 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***

P. Venkata Ramanjanamma , C- Chikkepalli (V),  
Peddapappur (M), Anantapur Dist.

Complainant

***AND***

1. Dy. Executive Engineer/CCO/Tadipatri
2. Executive Engineer/O/Gooty

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 22.08.2024 in the presence of the complainant's husband and respondents and having considered the material placed by both the parties, this Forum passed the following:

**ORDER**

01. The complainant filed the complaint stating that she applied for agricultural service connection by paying the necessary deposit amounts on 29.01.2024 but the respondents did not release the service connection.

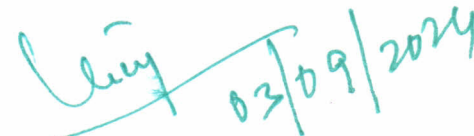


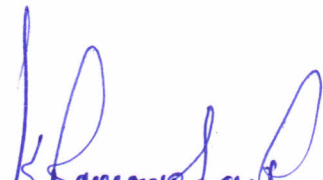
- 02.** The said complaint was registered as C.G.No.12/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the complainant applied for agricultural service connection and paid the estimated demand charges on 29.01.2024, that allotment for issuing of DTRs for paid agricultural service connections were given for the applicants who made payment of estimated charges upto 31.12.2023 only, that DTRs are being issued from time to time as per the seniority list of the applicants who applied for agricultural service connections maintained by the department, that so far upto Sl.No.93 in the priority list the service connections were released, that the S.No. of the complainant herein in the priority list stood at 104 and hence as and when allotment of DTR and other material are issued as per the seniority of the complainant herein in the priority list maintained by the department, the service connection will be released to her.
- 03.** Heard Complainant's husband and the respondents through video conferencing.
- 04.** The respondents submitted a copy of agriculture service connections priority list in Peddapappur Section as on 16.07.2024 which discloses that the serial number of the application of the complainant is 104 in the said priority list. Admittedly, the respondents have to complete the work and to release the service connection to the complainant as per her order of


seniority in the priority list on receiving the necessary material from the District Stores and until her turn comes, the complainant has to wait. Considering the circumstances, the respondents are directed to complete the work and release the service connection, strictly following the seniority of the applicants in the priority list submitted to the Forum on receiving the necessary material from the District Stores under intimation to the Forum. Accordingly, the complaint is closed. 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 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 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](http://vidyutombudsman.ap.gov.in).

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

  
03/09/2024  
**CHAIRPERSON**

  
Member (Finance)  
03/09/2024

  
Member (Technical)

  
Member (Independent)

**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/Vidyut Niyamtrana Bhavan, Adjacent  
to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu  
Road, Kurnool-518002, State of Andhra Pradesh.

The Stock file.

*Handwritten in green ink:*  
03/09/2024