

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

**TIRUPATI**

**This 05<sup>th</sup> day of August' 2024**

**C.G.No.22/2024-25/Tirupati Circle**

**CHAIRPERSON**

**Sri. V. Srinivasa Anjaneya Murthy**  
**Former Principal District Judge**

**Members Present**

<b>Sri. K. Ramamohan Rao</b>	<b>Member (Finance)</b>
<b>Sri. S.L. Anjani Kumar</b>	<b>Member (Technical)</b>
<b>Smt. G. Eswaramma</b>	<b>Member (Independent)</b>

***Between***

Sri. K.Lakshmana, D.No.7-18,  
Tippareddygaripalli, Vempalli,  
Madanapalli, Annamaiah Dt.

Complainant

***AND***

1. Dy. Executive Engineer/O/Madanapalli
2. Executive Engineer/O/Madanapalli

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 24.07.2024 in the presence of the complainant's son 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 during the Vidyut Adalat conducted at Madanapalli on 20.06.2024 stating that he applied for 15 HP agricultural service connection but the department released the service under old DTR instead of new DTR and the department

though allotted the poles, not included the same in the sanctioned estimate.

- 02.** The said complaint was registered as C.G.No.22/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the complainant applied for 15 HP service connection and an estimate was sanctioned for erection of one 16 KVA inline DTR and no LT line was proposed in the estimate due to bore-well is located at a distance of 20 Mts from the proposed DTR and with the sanctioned material service was released on 08.10.2022 and while executing the work as there was no supply of 16 KVA new DTR, another 16 KVA healthy DTR with enhancement of 16 to 25 KVA from adjacent agricultural consumer was utilized to release the service to the complainant in order to save standing crop from the date of supply. There is no complaint/failure of the said DTR till today and APSPDCL will meet the maintenance/repair charges of the said DTR and maintenance charges will not be collected from the complainant. As there was no LT line sanction to the complainant's service, the question of erecting LT line does not arise.



03. Heard Complainant's son and respondents through video conferencing. We the Chairperson and the learned Members/ Finance and Technical conducted field inspection at 03.30. P.M. dt: 10.07.2024 and found that existing DTR is very nearer to the bore-well of the complainant and it is the reason for giving the service from the said DTR. We found one electric pole nearer to the bore-well of the complainant on another direction and the complainant demanded for laying the line from that pole. The respondents submitted estimate sanction copy which shows that there was no LT line sanction. If the request of the complainant is accepted, a new LT line is to be erected to the existing single pole from another direction and the said line passes through the lands of the neighboring farmers. Since originally there was no LT line sanction, the question of laying/erecting new LT line does not arise unless the complainant apply for the same and pay the necessary charges and if there is no objection from the neighbouring farmers to lay the line over their fields. We find the existing service in good condition. So far the complaint that the service was released from old DTR instead of new DTR is concerned, the respondents are stating that as there was no supply of 16 KVA new DTRs at that time, they released the service

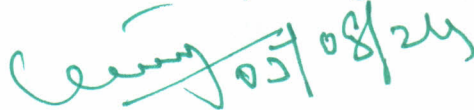


to the complainant to save the standing crop at his request from the existing 16 KVA healthy DTR. We are of the opinion that as the respondents are undertaking that they meet the cost of maintenance/repair charges of the existing DTR, there is no loss/inconvenience to the complainant in releasing the service connection to him from the existing healthy DTR. From this, we find no merit in the complaint and it is liable to be dismissed.

**04. In the result,** the complaint is dismissed. There is no order as to costs.

**05.** The complainant is informed that if he is aggrieved by the order of the Forum, he 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 05<sup>th</sup> day of August'2024.



**CHAIRPERSON**

  
Member (Finance)  
05/08/24

  
Member (Technical)

  
Member (Independent)  
5/8/2024

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

**The Secretary/Hon'ble APERC/Vidyut Niyantrana Bhavan, Adjacent to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road, Kurnool-518002, State of Andhra Pradesh.**

**The Stock file.**

*V. V. V. 05/08/24*