

1BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 25th day of July 2017
In C. G. No: 535/ 2015-16/Kurnool Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

Sri. Y.B. Sreenivasulu,
C/o. Y.P. Maddilety,
D.No. 2-44,
Rahimanpuram,
R.S. Rangapuram,
Bethamcherla,
Kurnool- Dist

Complainant

AND

1. Assistant Engineer/Bethamcherla Rural.
2. Assistant Divisional Engineer/Bethamcherla
3. Divisional Engineer/Dhone

Respondents

1. Sri. Y.B. Srinivasulu S/o. Y.P. Maddilety D.No.2-44 Rahimanpuram R.S. Rangapuram (P) Bethamcherla has filed a petition before this Forum during the Vidhyut Adalat conducted at Bethamcherla on 16.03.2016. In his complaint the Complainant has raised that there are 16 No's Agl. connections existing in Rahimanpuram(V) under the 63 KVA DTR. The Respondents have collected Rs.1,200/- each from 8 No's Agl consumers towards additional load and promised to provide additional DTR to overcome the low voltage problem. But the Respondents have yet provided the additional DTR. Hence the Complainant has finally requested to arrange to provide additional DTR.
2. The Respondent No.1 in his submission dated 07.06.17 received in the Forum on 12.06.2017 has submitted that 11 No's Agl. consumers have regularized the additional load to the extent of 33 HP in Bethamcherla rural section. Based on the collection of additional load deposits an estimate has been got sanctioned and work order received vide WBS No.T-2015-08-05-12-02-077. The erection of 2 x 25 KVA DTR was delayed due to standing crops and also some of the neighboring consumers have objected for laying of lines and construction of plinth. The work was finally completed on 06.04.2017

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with the help of local authorities. The Respondent has also enclosed a letter from 10 No's of consumers addressed to the Respondent wherein the consumers have confirmed about providing of 2 No's 25 KVA additional distribution transformers and conveyed their thanks towards the APSPDCL officers.

3. In order to find out the true feedback from the Complainant the Secretary/CGRF had a telephonic conversation with the Complainant to his mobile No.9490999577 at about 04.20P.M on 17.06.2017, the Complainant has acknowledged that his grievance has been resolved and expressed his happiness.

ORDER

In as much as the grievance of the Complainant to provide 2 No's additional 25 KVA DTRs has been attended by the Respondents to avoid low voltage, the case is disposed off in favour of the Complainant.

Sd/- on 22.6.17
Member(Finance)

Sd/-
Independent Member

Sd/- on 20.7.17
Chairperson

Opinion of Member Technical:

As concerned of this case, the contents is purely involved in Technical. Without concurrence and conclusion of 'Member Tech' when available as full time in the Forum, the practice of disposal of the case which is against the standard departmental procedure has been dealt & concluded by Member/Finance is differed.

-Sd/-

Member (Technical)

Perused the dissent opinion of Member/Technical. As per the Rule 7.6 and 13.1 of Regulation No. 5 of 2016, the decision of majority of the members shall be the decision of the Forum. Hence the complaint is disposed off in favour of complainant in accordance with decision of majority members.

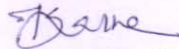
-Sd/-

Chairperson

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4th Floor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063**, within 30 days from the date of receipt of this order.

This order is passed on this, the 25th day of July 2017.

Forwarded By Orders



Secretary to the Forum

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer(Chief General Manager/Planning)/CGRF/APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.