

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**

**On this the day of 27<sup>th</sup> February 2018**  
**In C.G.No:98/ 2017-18/Nellore 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 P. Eswar Reddy,  
Matamadugu,  
Dakkili(M),  
Nellore Dist.

Complainant

**AND**

Respondents

1. Assistant Engineer/ O/Dakkili
2. Assistant Divisional Engineer/O/Venkatagiri
3. Divisional Engineer/O/Naidupet

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**ORDER**

1. Sri Polam Reddy Eswar Reddy of Matamadugu Village and Dakkili Mandal, Nellore Dt. has presented a complaint before this Forum during the Vidyut Adalat conducted at Venkatagiri on 08.09.2017. In his complaint he has requested for 1. Replacement of damaged transformer cable which was provided as a part of HVDS Scheme 2. Providing of agriculture supply day time instead of night time.
2. The Respondent No.1 in his written submission stated that the consumer requested to replace the transformer damaged wiring which executed during HVDS works. The estimate was prepared and submitted to the higher authorities vide WBS Element No.T-2017-04-06-31-04-018 dated 24.10.2017 and after obtaining sanction the damaged wiring cable was replaced with healthy cable for the AGL transformer. The work was completed by the departmental staff. The Respondent No.1 has also submitted that 7 Hrs AGL supply is being extended as per the policy of Government of Andhra Pradesh.



**DESPATCHED**  
**DATE** *27/2*

3. During the teleconversation with the complainant at 1.25.P.M. on 09.02.2018 the complainant has expressed his satisfaction in resolving his grievances.
4. In as much as the grievance of the complainant has been resolved by the Respondents the complaint is disposed off in favour of the Complainant.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4<sup>th</sup> 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, 27<sup>th</sup> day February 2018.

Sd/- Member (Finance)	Sd/- Member (Technical)	Sd/- Independent Member	Sd/- Chairperson
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**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/Operation)/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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.