

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

On this the 16th day of March 2018

In C.G.No:61/ 2017-18/Vijayawada 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. S. Srinivasa Reddy,
Ganugupadu,
Tiruvuru,
Krishna-Dist

Complainant

AND

1. Assistant Engineer/O/Tiruvuru Rural
2. Assistant Divisional Engineer/O/Tiruvuru
3. Divisional Engineer/O/ Nuzvid

Respondents

1. During the Vidyut Adalat conducted at Tiruvuru on 13.07.2017 Sri. S. Srinivasa Reddy of Ganugupadu (V) Tiruvuru (M) Krishna Dt. presented a complaint wherein he has informed that there is excess load on the AGL transformer and hence the transformer is frequently burning. He has finally requested to resolve his complaint.
2. The Respondents No.1 and 2 submitted their written submissions separately but the contents are one and the same. The Respondents have submitted that the existing 25 KVA transformer is having 6 No's AGL services each with a load of 5 HP totalling to 30 HP. Out of the six number services, one No AGL service having a load of 5 HP was diverted to nearby transformer and thus the over load on the existing transformer was reduced. The satisfactory confirmation certificate given by the complainant has also been enclosed.
3. The complainant in his letter dated 15.12.2017 addressed to the Chairperson/CGRF has informed that the Respondents have diverted one AGL service on neighbour transformer

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and thus the overloading on the existing transformer has been relieved. During the teleconversation with the complainant by the secretary of the Forum at 12.10. P.M. on 07.02.2018 the complainant has expressed his satisfaction in resolving his problem.

4. In as much as the grievance of the complainant has been resolved by the Respondents to the satisfaction of the complainant, 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, 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 16th day of March 2018.

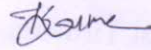
Sd/-
Member (Finance)

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

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, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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