

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

On this the 6th day of June 2020
C.G.No:17/2019-20/ Guntur Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Independent Member

Between

G. Syam Prasad,
Plot No: 16,
Atmakur,
Guntur.

Complainant

AND

1. Assistant Executive Engineer/O/Mangalagiri ®
2. Deputy Executive Engineer/O/ Mangalagiri
3. Executive Engineer/O/ Amaravathi

Respondents

ORDER

1. Complainant presented a complaint before this forum regarding providing of uninterrupted power supply to their locality.
2. Respondent No.3 submitted written submission before this forum stating that complainant faced power interruptions during the month of May'2019 due to loose LT lines and on going works at that area. Immediately all the loose lines are rectified by re-stringing work and tree cutting in LT lines of SS-51, 160 KVA DTR. Respondent further stated that they could not inform the complainant as he was not available in the premises and he is now in abroad.
3. Forum tried to contact the complainant by making a call to his registered Mobile No. 9885552657 with the forum for two occasions, but the complainant is not answering the phone. The forum had also sent a mail to the complainant for his statement over the steps taken by the respondents in resolving his grievance but no reply was received from the complainant end.

DESPATCHED

DATE 16/6/20

4. In view of the above as per the written submissions made by the respondents that the supply interruptions were minimized and in addition to that the complainant is not responding to the forum calls and e-mails it can be safely presumed that the complainant grievance was resolved.
5. Accordingly the case is disposed off.


If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

This order is passed on this, the day of 6th June 2020.

Sd/-
Independent Member

Sd/-
Chairperson

True Copy


Member/Finance

To

The Complainant

The Respondents

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

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

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