

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 26<sup>th</sup> day of October 2019**  
**C.G.No:109/2019-20/Tirupati Circle**

**Present**

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

**Chairperson**  
**Member (Finance)**  
**Member (Technical)**  
**Independent Member**

***Between***

M. Ravi Shankar,  
Eduvaripalli,  
Karvetinagaram (M),  
Chittoor-Dist

Complainant

***AND***

1. Assistant Executive Engineer/O/Karvetinagaram
2. Deputy Executive Engineer/O/Karvetinagaram CCO,
3. Executive Engineer/O/Puttur
4. Superintending Engineer/O/Tirupati

Respondents

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**ORDER**

1. Complainant presented a complaint stating that 16 KVA DTR in the field of Kollagunta (V) was stolen away two months ago. But a new DTR in place of stolen one is not yet provided. Hence requested to arrange to provide the same.
2. Respondent No.1 in his written submission has submitted that the stolen transformer was replaced with a new one on 05.09.2019 and thus resolved the grievance of the complainant.
3. During the tele-conversation with the complainant by the Secretary/Forum on 03.10.2019 at 5.15 P.M the complainant has expressed his satisfaction in providing a new DTR in place of stolen one.
4. In view of the above the complaint is disposed off in favour of the complainant.

**DESPATCHED**  
**DATE 28/10**

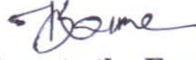
C.G.No:109/2019-20/Tirupati Circle

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3<sup>rd</sup> 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 26<sup>th</sup> October 2019.

Sd/-                              Sd/-                              Sd/-                              Sd/-  
**Member (Finance)**    **Member (Technical)**    **Independent Member**    **Chairperson**

**Forwarded By Order**



**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 (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3<sup>rd</sup> 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, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.