

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 29th day of February 2020
C.G.No:193/2019-20/Tirupati Circle

Present

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

Chairperson ■
Independent Member

Between

T. Raghupathi Naidu,
Manikanirayunipalli,
Penumur,
Chittoor -Dist

Complainant

AND

1. Deputy Executive Engineer/O/Chittoor CCO
2. Executive Engineer/O/Chittoor Town

Respondents

ORDER

1. Complainant presented a complaint before this Forum stating that for his domestic service, there is no neutral phase wire. He had arranged ground earthing for electricity. Because of this, his appliances T.Vs, inverters and bulbs are getting burnt. Hence, he requested for providing of neutral phase line.
2. Respondent No.2 submitted his written submission before the Forum wherein he submitted that during 2009, the bifurcation of agriculture feeders has been taken up and agriculture feeders were not fed continuously. Complainant was not provided with line from 24Hrs Line. Alternatively, he had availed supply to his premises by extending one wire upto his premises by making local earthing at his premises. However the neutral line was extended to the complainant service and the burnt meter to the complainant service No. 5111512000600 was also replaced with new meter on 13-02-2020.

DESPATCHED

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3. Complainant when contacted over phone by the Secretary of the Forum on 25-02-2020 at 01.00 P.M. he informed that Respondents had provided earthing. Now he is having good quality of supply and requested to close the case.
4. Since the grievance of the complainant was resolved by the Respondents, 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 29th February 2020.

Sd/-
Independent Member

Sd/-
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, 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.