

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 17th day of August 2019
C.G.No:86/2019-20/ Tirupati 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

Y. Penchalaiah,
S/o. Y. Tirupalaiah,
D.No.347/21,
Yarlapudi,
Srikalahasthi,
Chittoor- Dist

Complainant

AND

1. Assistant Executive Engineer/O/Srikalahasthi
2. Deputy Executive Engineer/Srikalahasthi Rurals
3. Executive Engineer/O/Town/Tirupati Rurals

Respondents

ORDER

1. Y. Penchalaiah S/o. Ramaiah and W. Chinna Penchalaiah S/o. Tirupalaiah of Yarlapudi (V) Srikalahasthi(M) presented a complaint before this Forum wherein they have informed that they have requisitioned for release of AGL service connections on 23.12.2016 and paid Rs.12,256/- on 21.04.2017. But even today AGL services are not released. Hence requested to arrange to release service connections duly erecting Distribution Transformer.
2. Respondents No. 1,2 and 3 submitted their written replies separately but the contents are similar in nature. The respondents have submitted that an estimate has been prepared for 2 No's AGL services with 1 No.25 KVA DTR. But as per the instructions of higher authorities, the estimate has been regrouped so as to extend the supply with 16 KVA DTR instead of 25 KVA DTR. The work has been completed and supply extended to the complainants on 25.05.2019. Thus resolved the grievance.

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3. When the complainant has been contacted over phone by the Secretary/ Forum at 10.18 A.M on 31.07.2019 the complainant has expressed his satisfaction in resolving his grievance.
4. Since 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**, 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 17th August 2019.

Sd/-
Member (Finance)

Sd/-
Member (Technical)

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 within 30 days from the date of receipt of this order

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