

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

On this the 4th day of February 2020
C.G. No: 9/2019-20/ Tirupati Circle

Present

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

Chairperson
Independent Member

Between

E. Lakshmaiah Naidu,
5-182,
Pakala,
Chittoor- Dist

Complainant

AND

1. Assistant Executive Engineer/O/Pakala
2. Deputy Executive Engineer/Pakala
3. Executive Engineer/O/Tirupati (R)

Respondents

ORDER

1. Complainant presented a complaint before this Forum regarding rectification of supply interruption and supply voltage problem in Pakala town.
2. Respondent.No:3 in his written statement to the Forum stated that they are maintaining good quality of supply and the quality was also being monitored continuously by the higher authorities with Saidu and Saifi parameters. The parameters are within the permissible limits. The new connections are given based on load availability, the tong tester readings are being taken in peak load hours regularly and necessary proposals will be sent if DTR is over loaded. In the last one year 1 No. DTR was erected near MDO Office, Pakala. The Respondent further submitted that the failed DTR's are being replaced regularly within the stipulated time and tree cutting and maintenance of lines are carried out regularly with prior intimation to the

RESUBMITTED
DATE 07/02

consumers with the help of printing media and Urja Mitra App and he further submitted that the complainant request of separate feeder for rural and town involves financial matter and will be taken up based on requirement and technical feasibility.

3. When the consumer was contacted over phone for his statement on the Respondent's reply on 01.02.2020 at 12.40 P.M he accepted the version of Respondents.
4. In view of the above the complaint is disposed off.

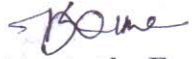
If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order.

This order is passed on this, the day of 4th 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 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.