

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:254/2019-20/ Tirupati Circle

Present

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

Chairperson
Independent Member

Between

S.Imam Khasim,
Ulavalavandlapalli(V),
Bayappagaripalli (P),
B. Kothakota (M),
Chittoor- Dist

Complainant

AND

1.Deputy Executive Engineer/O/Mulakalacheruvu
2.Executive Engineer/O/Madanapalli

Respondents

ORDER

1. Complainant presented a complaint stating that supply was not given to his service connection No. 5241107000981 since two years due to inadequate transformer capacity.
2. Respondent No.1 filed written submission stating that the service was inspected by him on 11.01.2020 and noticed that the power supply was not available to the said Agricultural connection due to inadequate distribution transformer capacity of nearby existing transformers. Hence the existing 16 KVA DTR was enhanced to 25 KVA and power supply was given to complainant Agriculture service connection No. 5241107000981 of Ulavavandlapalli (V) in Magasalamarri Distribution of B. Kothakota (M) on 11.03.2020, and the problem was resolved. Respondent also filed scanned copy of the letter stating that 25 KVA distribution transformer was

DISPATCHED
DATE 11/06

arranged on 11.03.2020 and supply was restored and at present consumer has no difficulty and he is getting electricity supply.

3. When the consumer was contacted by the staff of the Forum on 21.04.2020 at 11.20 A.M consumer represented that his problem was resolved.
4. Since the grievance of the complainant is resolved 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 6th June 2020.

Sd/-
Independent Member

Sd/-
Chairperson

True Copy

Mes
19/06/2020
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, Flat No: 401, 4th Floor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063.

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

DESPATCHED
DATE 11/06/2020