

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

**On this the 17<sup>th</sup> day of August 2019**  
**C.G.No:91/2019-20/Vijayawada 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*

A. Kanakanjali  
25-36  
Ramayammaraopeta,  
Nuzvid(M)  
Krishna -Dist.

Complainant

*AND*

1. Assistant Executive Engineer/O/Nuzvid
2. Deputy Executive Engineer/O/ Nuzvid
3. General Manager/CSC/Corporate Office/Tirupati

Respondents

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**ORDER**

1. Complainant presented a complaint through online stating that about seven months ago she has registered an application at mee seva for release of AGL service connection but due to some technical problem service category was taken as LT Cat -1 instead of LT Cat-5. She has also paid Rs.7,050/- . In spite of her repeated requests and complaints the grievance is not yet resolved. In the meanwhile she has applied for a new Cat- 5 connection and paid the requisite amount. Finally she has requested to arrange to refund Rs 7,050/- immediately.
2. Respondent No.2 in his written submission has explained that an amount of Rs.7,000/- was refunded to the complainant through cheque bearing No. 189216 dt: 25.07.2019 and thus resolved the grievance.
3. When complainant was contacted over phone by the Secretary/Forum at 10.45. A.M on 08.08.2019 she has confirmed about refund of amount paid by her and expressed satisfaction.

**DESPATCHED**

DATE 20/8

C.G.No:91/2019-20/Vijayawada Circle

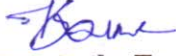
4. Since the grievance of the complainant has been resolved by the respondents the complaint is disposed off in favour of the complainant.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 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 17<sup>th</sup> August 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.