

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

**On this the 24<sup>th</sup> day of September 2020**

**C.G.No:27/2020-21/Kadapa Circle**

**Present**

**Sri. A. Sreenivasulu Reddy**

**Member (Finance)**

**Sri. V. Venkateswarlu**

**Member (Technical)**

**Sri. Dr. R. Surendra Kumar**

**Independent Member**

***Between***

Sulaiman Shaik,  
42/264-7,  
NGO Colony,  
Kadapa.

Complainant

***AND***

1. Assistant Executive Engineer/O/NGO Colony
2. Deputy Executive Engineer/O/Kadapa -2
3. Executive Engineer/O/ Kadapa

Respondents

\* \* \*

**ORDER**

1. The case of the complainant is that there is interruption in power supply once in a day to thrice a day since last 3 months. He has lodged a complaint to APSPDCL site and App. But no action was taken. Hence requested to direct the authorities to solve the problem permanently and not to re - occur.
2. Respondent No. 2 alone filed written submission stating that number of tripping's increased due to fall of tree branches on the line during the month of July on account of heavy gale and winds. Due to failure of insulation at the HG fuse sets, some of the squirrels, lizards and gills touched the fuse wire, feeder tripped and there was failure of supply. These type of faults rectified during the month of August'2020 by providing separate insulation tape under frequent fault of trippings. Only one tripping took place

**DESPATCHED**

**DATE** C.G.No.27/2020-21/Kadapa Circle

Page 1

26/9

during the month of August'2020 up to 25.08.2020 and 8 No's line clearances were taken for the maintenance of DTR maintenance works. He also enclosed the list of tripping's and line clearings.

3. When complainant was contacted over phone by the secretary/Forum on 14.09.2020 at 12.31 P.M complainant expressed his satisfaction in resolving his grievance and requested to close the complaint.
4. In as much as the grievance of the complainant is 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.

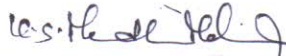
This order is passed on this, the day of 24<sup>th</sup> September 2020.

Sd/-  
**Member (Finance)**

Sd/-  
**Member (Technical)**

Sd/-  
**Independent Member**

**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.