

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 27th day of May 2021
C.G.No:95/2020-21/Nellore Circle

Present

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

Chairperson
Member (Technical)
Independent Member

Between

M.Subramanyam,
Vajjavari Palem,
Chittedu/Kota,
Nellore -Dist

Complainant

AND

1. Executive Engineer/O/ Gudur
2. Superintending Engineer/O/Nellore

Respondents

* * *

ORDER

1. Complainant presented this complaint stating that they have applied for group service DTR for their AGL purpose. The present AE informed that his predecessor in office has drawn material, and if they can produce the drawn material from AE, he will complete the work. Previously AE was postponing the matter from time to time since one year.
2. Subsequently a letter was received through mail from the complainant stating that after presenting the complaint, AEE Madhava Reddy handed over some material and promised to deliver the remaining material. Hence they are withdrawing the complaint.
3. Not satisfied with the said letter, the matter was heard at personal hearing through video conferencing on 19.04.2021. Son of Complainant and Executive Engineer present. Son of complainant informed that work is completed but service number is not provided. Hence Executive Engineer was directed to take letter of completion of work from the complainant and submit the same.

DESPATCHED
27/05

4. Respondent submitted the service Numbers of the agriculture service connections of Mandapati Narayana, Mandapati Krishnaiah, Moduboyina Subramnayam (complainants herein) and Moduboyina Parandamaiah and they are: 3121417000204, 3121417000205, 3121417000206 and 312141700020 respectively and supply was released on 04.05.2021. Respondents also furnished the Photostat copy of distribution transformer and agriculture service lines. So the grievance of the complainant is resolved.
5. In as much as 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 27th May'2021.

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 (Chief General Manager (O&M)/ 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.

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