

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

On this the 25th day of June' 2021
C.G.No.06/2021-22/Tirupati Circle

Present

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

Chairperson
Member (Technical)
Independent Member

Between

R. Satyanarayana,
#303,
Sri Lakshmi Venkateswara Residence,
2nd Cross, Postal Colony,
Koramenugunta,
Renigunta Road,
Tirupati,
Chittoor -Dist

Complainant

AND

1 Executive Engineer/O/Tirupati Town
2.Superintending Engineer/O/Tirupati
3. Chief General Manager/O&M/Tirupati

Respondents

ORDER

1. The case of the complainant is that he is having 1 KW capacity roof top solar system at his residence and it is not working since October' 2020. He has also sent a letter to solar Executive Engineer on 30.11.2020. But his grievance was not resolved. Hence requested to resolve the grievance. His service No is 5534502015546.

DESPATCHED

DATE

25/6

2. Executive Engineer/ O/Tirupati Town filed written submission stating that Assistant Engineer/O/Damineedu inspected the premises on 16.06.2021 and found that the inverter was defective and it was immediately replaced with a healthy one. Consumer issued satisfaction letter dt: 18.06.2021 that roof top solar system is in working condition and also enclosed the letter of the complainant.

Complainant in his letter stated that on 16.6.2021 the defect was rectified by replacing the failed inverter with another one and the solar system is working.

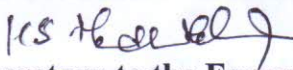
3. Complainant when contacted over phone by the secretary of the forum on 18.06.2021 at 11.30 A.M. expressed his satisfaction in resolving his grievance and requested to close the case.
4. In as much as the grievance of the complainant is resolved the complaint is disposed off in favor of the complainant.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 25th June'2021

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.

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/ Tiruati.

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.