

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

On this the 25th day of September 2020

C.G.No:10/2020-21/ Tirupati Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Chairperson

Sri. A. Sreenivasulu Reddy

Member (Finance)

Sri. V. Venkateswarlu

Member (Technical)

Sri. Dr. R. Surendra Kumar

Independent Member

Between

K. Eswari
W/o. P. Malleswara Reddy,
Somendrapuram,
Thirumalaiahpalli (Distribution) ,
Vedurukuppam (M),
Chittoor- Dist

Complainant

AND

1. Deputy Executive Engineer/O/Karvetinagaram CCO
2. Executive Engineer/O/Town/Puttur
3. Superintendign Engineer/O/Tirupati

Respondents

ORDER

1. The case of the complainant is that she applied for Agriculture service connection on 09.02.2010 and paid amount of Rs.27,500/- on 03.03.2010. Even though service number is assigned vide SC No. 5343238000374, service lines were not provided to her fields.
2. Respondent No.2 filed written submission stating that service connection No. 5343238000374 of Thirumalaiahpalli Distribution in operation section Vedurukuppam was released on 23.03.2010 in favour of the complainant. Complainant presented a complaint vide grievance No. 2009191 on the public grievance portal of department of consumer affairs Government of India dt : 26.05.2020 received on 04.07.2020 stating that an amount of Rs.27,500/- paid during March '2010 stating that lines not erected so far. To regularize the service, particulars called for from AEE/O/Vedurukuppam to furnish original payment slips, latest VRO certificate confirming existence of bore well in Sy. No.232/4 in the name of the complainant. Complainant not came forward for the supply of above details and requested to dismantle the service in her letter dt: 06.07.2020.

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DATE 26/9

3. A personal hearing was conducted through video conferencing on 18.08.2020. Complainant was absent. Respondent No. 2 reported that the service was dismantled and report will be submitted. Complainant also not lifted her phone on 10.08.2020 at 10.30 A.M. The phone was switched off on 17.08.2020 at 4.00 P.M when contacted by the staff of the forum. Notice was also sent by post to the complainant informing the date of personal hearing. Complainant did not choose to contact the staff of the forum and failed to attend the personal hearing conducted through video conferencing.
3. Respondent No. 2 submitted a report dt : 19.08.2020 stating that on the request of the complainant the service was dismantled and it is at present in dismantlement status. He also attached copy of the letter said to have been given by her to the AEE/O/Vedurukuppam. So after filing of complaint alleging that service line was not laid though service number is given she has filed an application for dismantlement of the service to the reasons best known to her and service was dismantled and at present it is in dismantlement status. So the Forum is of the opinion that no executable orders need to be passed.
4. Accordingly the complaint is dismissed as withdrawn.

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 25th September 2020.

Sd/-
Member (Finance)

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order

ICS H. de 18/9

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 , 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.