

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 15<sup>th</sup> day of December ' 2021**  
**C.G.No.30/2021-22/Anantapur Circle**

*Present*

**Sri. Dr. A. Jagadeesh Chandra Rao**  
**Sri. Y. Sanjay Kumar**  
**Sri. K. Ramamohan Rao**

**Chairperson**  
**Member (Technical)**  
**Member (Finance)**

*Between*

M/s. Indus Towers LTD.,  
SFNo.133,4-51,  
8<sup>th</sup> Floor,  
SLN Terminus,  
Beside Botanical Garden,  
GachiBowli,  
Hyderabad.

Complainant

*AND*

1. Deputy Executive Engineer/O/Kadiri East
2. Executive Engineer/O/Kadiri.
3. Superintending Engineer/O/Ananthapur.

Respondents

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**ORDER**

1. The complainant filed a complaint before this forum stating that they are having service No vide Sc.No.7422230000184 in the name of M/s. Indus Towers Limited at Mudigubba. They have applied for conversion of supply from 3 Phase to single phase 24hrs. supply and paid an amount of ₹1,74,229/- towards Service line charges on 3.7.2019. The complainant further stated that he approached the concerned AE several times to complete the said work, but he did not complete the said work. So they are facing low voltage problem and also using about 40Ltrs of diesel daily for Generator power. Hence requested the Forum to resolve the

**DESPATCHED**

**DATE 15/12**

grievance and also requested to compensate the loss occurred due to negligence in execution of works. The case was registered as C.G.No.30/2021-2022/Ananthapur Circle and sent to Respondents for written submissions.

2. The Respondent 2 has filed his written submission on 18.10.2021 stating that the estimate E-2019-07-04-22-01-001 for conversion of supply from 3-Phase to Single phase 24hrs supply for SCNo.7422230000184 was sanctioned and erection of 1No.S-ph 15KVA DTR and erection of 3Nos. poles work also completed on 29.8.2021. Hence requested to close the grievance.
3. On 22.10.2021 Video conferencing through Jio meet was conducted, EE/O/Kadiri present and Complainant representative Mr.Madan Mohan present. Heard both parties and directed EE/O/Kadiri to complete the conversion of supply from 3Ph to S-Phase 24hrs supply work after deration of the contracted load from 21KW load to 5KW load. Hence posted to next hearing.
4. Again on 7.12.2021 Video conferencing through Jio meet was conducted, EE/O/Kadiri present and Complainant representative Mr.Krishna present. Heard both parties. The EE/O/Kadiri has stated that the conversion of supply from 3Ph to Single Phase 24hrs supply work was completed after reduction of the contracted load for SC.No.7422230000184. Hence requested to close the grievance. The complainant Representative also expressed his satisfaction on completion of the said work. Also on 7.12.2021 the EE/O/Kadiri has submitted his written submission stating that conversion of supply from 3Ph to Single phase 24hrs supply work was completed duly reduction of the contracted load from 21KW to 5KW load. Hence requested to close the grievance.



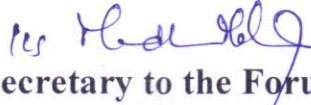
5. In as much as the grievance of the complainant is resolved, the complaint is disposed off in favor of the complainant.

Sd/-  
**Member (Technical)**

Sd/-  
**Member (Finance)**

Sd/-  
**Chairperson**

**Forwarded By Order**

  
**Secretary to the Forum**

**This order is passed on this, the day of 15<sup>th</sup> December'2021**

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.

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 , 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.