

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

On this the day 28th of April' 2022
C.G.No.82/2021-22/Tirupati Circle

Present

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

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

Smt.O.Susheela,
W/o.O.Lakshmi Narayana Reddy,
1-84/2,
Thanapalli,
Kuntrapakam,
Chittoor -Dist

Complainant

AND

1 Deputy Executive Engineer/Operation -III/Tirupati
2 Executive Engineer/O/Tirupati Town

Respondents

ORDER

1. The Complainant Mr.P. Sreenivasulu Reddy filed a complaint before this forum stating that his daughter Smt.O. Suseela having service ASC No. 5522206002210. The transformer and lines connected to the said service were washed away in the floods. Even after completion of 4 months the department did not restore the power supply to the said service. Hence approached the Forum and requested to resolve the grievance.
2. The case was registered as C.G.No.82/2021-2022/Tirupati circle and sent to Respondents for written submissions.
3. Meanwhile, the Complainant Mr.P. Sreenivasulu Reddy approached this Forum on 21.4.2022 @ 10.30A.M. and informed to the Secretary of this Forum that the department resolved his grievance by providing Distribution Transformer to the

DESPATCHED

DATE

28/4

said service and restored the service on 20.4.2022 and hence requested to close the grievance.

On 22.4.2022 the Registered Consumer of the said service Smt. O.Susheela sent a mail to this Forum stating that, the department resolved the grievance and restored her service by providing the Distribution transformer and requested to close the grievance.

4. In as much as the grievance of the Complainant is resolved the complaint is disposed off in favour of the complainant.

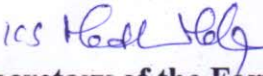
Sd/-
Member (Technical)

Sd/-
Member (Finance)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary of the Forum

This order is passed on this, the day of 28th April 2022

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/ Tirupati.

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.