

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 31st day of March' 2023
INWARD No.5711/7.2.2023/2022-23/Kurnool Circle

Present

Sri. K. Ramamohan Rao

*Chairperson (I/c) &
Member (Finance)*

Sri. S.L. Anjani Kumar

Member (Technical)

Smt. G. Eswaramma

Independent Member

Between

N.Nageswara Rao,
NGO's Colony,
Lalitha Nagar,
Nandyal,
Kurnool Dt.

Complainant

ORDER

1. The complainant submitted the complaint before this forum stating that he is having 4 Number services vide SC No's 1) 8431205078105 2) 8431205078106 3) 8431205078107& 4)8431205074932 at NGO's Colony, Nandyal, Kurnool Dt. The department changed his category from Category- I to Category- II. Hence requested the forum to change the category into Category- I.
2. The relief claimed by the Complainant is change of service from Category-II to Category-I. Hence, complaint is posted for hearing on its maintainability and called a report from EE/O/Nandyal.
3. The Dy.EE/O/Nandyal has submitted a report stating that as per the GTCS, consumer may apply for category change from Category II to Cat-I through Grama/ward sachivalayam, Mee-seva or through APSPDCL department website. The section officer sent concerned O & M staff to inspect the service location and premises and as per the O&M staff report and as per the departmental rules, the officer changed the category of supply from Category - II to Category- I. Hence requested to close the case.

DESPATCHED

DATE

31/3

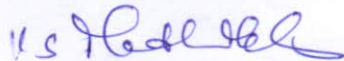
4. When staff of this forum contacted over phone @ 07.30P.M. on 7.3.2023 with complainant to inform about personal hearing, Mr.N.Nageswar Rao (Complainant) informed that the said grievance is resolved, expressed his satisfaction and requested to close the case.
5. Personal hearing through video conferencing was conducted @11.30hrs.on 10.3.2023. Dy.EE/O/Nandyal and EE/O/Nandyal present .EE/O/Nandyal has stated that the said grievance is resolved and the category also changed from Category-II to Category I. Hence requested to close the case.
This forum also directed the EE/O/Nandyal to submit the revised written submission to this forum duly inspecting the service by the section officer only.
6. The Dy.EE/O/Nandyal has submitted a revised report stating that as per the GTCS, consumer may apply for category change from Category II to I through Grama/ward sachivalayam, Mee-seva or through APSPDCL department website. The section officer inspected the service location and premises and as per the section officer report and as per the departmental rules, the category of the said service was changed from Category-II to Category- I. Hence requested to close the case.
7. Meanwhile complainant sent a mail on 23.03.2023 to the Chairperson stating that he is satisfied over their category change from Category-II to Category-I by the respondents, the case may be closed.
8. 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 (I/c)

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 31st March '2023

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 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.