

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

**On this the 29<sup>th</sup> day of April' 2023**  
**C.G.No. 37/2022-23/Tirupati Circle**

***Present***

***Sri. K. Ramamohan Rao***

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

***Sri. S.L. Anjani Kumar***

***Member (Technical)***

***Smt. G. Eswaramma***

***Independent Member***

***Between***

S.Bala Krishna  
S/o. S.K.Viswanadham,  
1/15, Vinayaka Street,  
Kottakadu (V)  
Nagalapuram (M),  
Tirupati Dt.

Complainant

***AND***

1.Deputy Executive Engineer/O/Nagalapuram  
2.Executive Engineer/O/Puttur

Respondents

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**ORDER**

1. The complainant given a representation during Vidhyuth Adalath conducted by this forum on 11.8.2022 stating that he is residing at Kottakadu village of BC colony and the department released 40 to 60 services in the village without erecting electrical lines (LT line). The service wires are regularly damaged, frequently fall on the ground which may cause electrical accidents. Hence requested to provide LT lines and transformer to the said village. The case was registered as C.G.No.37/2022-23/Tirupati Circle and sent to respondents for written submissions.
2. The Respondent.No.1 submitted written submission stating that, Sri S. Idayagopal S/o Sundaram Modali, Kottakadu (V) of Nagalapuram Mandal submitted a complaint during Special Vidyuth Adhalath conducted on 11.08.2022 for providing of Additional DTR at Kottakadu (V).

**DESPATCHED**

DATE

29/4

After inspection of existing DTR's capacity and connected loads in Kottakadu, an Estimate was prepared for Additional DTR and the estimate was submitted to higher authorities vide WBS No. T-0222-05-03-11-01-003. The work will be completed on or before 31.12.2022 after completion of the work compliance report will be submitted. Hence requested to close the case.

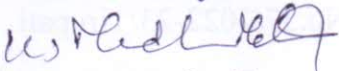
3. Personal hearing through video conferencing was conducted @ 11.30A.M. on 13.12.2022. EE/O/Puttur, Dy.EE/O/Nagalapuram present. Complainant absent. The EE/O/Puttur has stated that the said work will be completed before 15.1.2023. Hence requested to close the case.
4. Dy.EE/O/Nagalapuram has submitted written submission on 25.4.2023 stating that after inspection of existing DTR and lines at Kottakadu village, an estimate was prepared and sanctioned for erection of additional 1No. S-ph 16KVA DTR and for erection of lines at Kottakadu Village. 1No. S-ph 16KVA additional DTR was erected at Kottakadu village and extension of line work done to avoid lengthy service barrels. They also enclosed complainant's satisfaction letter. Hence requested to close the case.
5. When staff of this forum contacted over phone with registered mobile No. 9490262590 of the complainant Mr. Bala Krishna, he expressed his satisfaction and requested to close the case.
6. In as much as the case of the complainant is resolved by the respondents, the complaint is disposed off in favour of 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 29<sup>th</sup> April'2023**

DEBATCHED  
DATE

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 Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/ Tirupati.

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.