

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

On this the 31st day of May' 2023
C.G.No.42/2022-23/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

C.Chandran,

Complainant

Pichatur Harijanawada,

Pichatur (M),

Chittoor Dt.

AND

1. Deputy Executive Engineer/O/Nagalapuram

Respondents

2. Executive Engineer/O/Puttur

ORDER

1. The complainant given a representation during vidhyuth adalath conducted on 11.8.2022 stating that he is having agricultural services vide SC No. 5331200003312 and 5331200003264 and the supply feeding from 25KVA DTR to the said Agricultural services. The existing 25KVA 3Ph DTR is connected with total 5 Nos. Agricultural services. Hence he is getting frequent supply interruption due to failure of the existing DTR due to overload. Hence requested the forum to resolve his grievance.
2. Respondent-1 submitted written submission stating that Mr. C. Chandran at Pichatoor H/W of Pichatoor Mandal submitted a complaint during Special Vidyuth Adhalath conducted on 11.08.2022 stating that his agricultural services 5331200003312 and 5331200003264 connected to the DTR is overloaded hence getting frequent failures.

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After inspection of existing 25KVA DTR, they removed the unauthorized services, now existing DTR load sufficient.

3. Personal hearing through video conferencing was conducted @ 11.30A.M. on 13.12.2022. EE/O/Puttur, Dy.EE/O/Nagalapuram present and complainant not attended.

The EE/O/Puttur has stated that existing 25KVA DTR's unauthorized services were removed, the existing DTR load is sufficient. Hence requested to close the case.

4. When staff of this forum contacted over phone with the complainant @ 04.25PM on 7.12.2022 to enquire whether his grievance is resolved or not, the complainant informed that his grievance was not yet resolved.
5. On 20.5.2023 the Respondent. No.2 has again submitted written submission stating that the complainant's grievance is resolved, they removed the unauthorized services, now existing DTR load sufficient at Pichatur H/W of Pichatur Mandal. Hence requested to close the case.
6. When staff of this forum contacted over phone @12.30P.M. on 20.5.2023 to the registered Mobile No. 8886116659 of the complainant Mr.C.Chandran , expressed his satisfaction regarding resolving of the said grievance and requested to close the case.
7. In as much as the grievance of the complainant is resolved by the respondents the complaint is disposed off in favour of complainant.

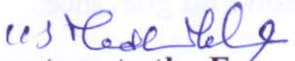
Sd/-

Sd/-

Sd/-

Member (Technical) Independent Member Chairperson

Forwarded By Order


Secretary to the Forum

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

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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.