

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

On this the 30th day of May' 2023
C.G.No.51/2022-23/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

K.Sanjay Kumar Reddy,
Mallavaripalem west,
Irugulam (P),
Satyavedu (M),
Chittoor Dt.

Complainant

AND

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

Respondents

ORDER

- 1.The complainant K.Sanjay Kumar Reddy given a representation during Vidhyuth Adalath conducted by this forum on 11.8.2022 stating that he is residing at Mallavaripalem village and they are facing low voltage problem and not able to utilize fans and ACs since few days. Hence requested the forum to resolve his grievance.
2. The case was registered as C.G.No.51/2022-23/Tirupati Circle and sent to respondents for written submissions.
3. The respondent. No.2 has submitted written submission stating that, Mr.K. Sanjay Kumar Reddy S/o K. Janakirami Reddy, Mallavaripalem (V) Sathyavedu (Mandal) of operation Section Cherivi submitted a complaint during special Vidyuth Adhalath conducted on 13.08.2022 regarding low voltage problem and providing of additional DTR at Mallavaripalem (V).

DESPATCHED
3/15

After inspection of existing DTR's capacity and connected loads in Mallavaripalem Village, an estimate was prepared for additional DTR and the estimate was submitted to higher authorities vide WBS No. T-0222-05-03-11-05-006 and awaiting for sanction. 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 grievance.


4. 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.
5. on 16.5.2023 the Respondent. No.2 has again submitted written submission stating that the complainant's grievance is resolved by erecting 1No.S-ph 16KVA additional DTR at Mallavaripalem Village, Sathyavedu Mandal, Hence requested to close the case.
6. When staff of this forum contacted over phone @12.15P.M. on 16.5.2023 to the registered Mobile No. 9494833033 of the complainant Mr.K.Sanjay Kumar Reddy, 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/-
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 30th May, 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.