

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

C.G.No.53/2022-23/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.Balakrishna,
S/o. K.Viswanadham,
Kottakada (V),
Nagalapuram(M),
Tirupati Dt.

Complainant

AND

1. Deputy Executive Engineer/O/Nagalapuram

Respondents

2.Executive Engineer/O/Puttur

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 (V) of BC Colony and the department released 40 to 60 services in the village without erecting electrical lines (LT lines).The service wires are regularly damaged, fall on the ground which may cause electrical accidents to the existing houses, schools, offices, Anganwadi etc.,. To avoid electrical accidents requested to provide LT lines and transformer to the said village and requested to resolve the grievance.
2. The case was registered as C.G.No.53/2022-23/Tirupati Circle and sent to respondents for written submissions.
3. Respondent.No.1 submitted written submission stating that the complainant Sri S. Balakrishna, Kottakadu (V) Nagalapuram (Mandal) submitted a complaint during Special Viduyth Adhalath conducted on 11.08.2022 regarding providing of Additional DTR and LT Lines at Kottakadu (V).

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DESPATCHED

DATE 31/3

After inspection of existing DTRs and LT lines in Kottakadu Village an estimate was prepared for Additional DTR and extension of Lines due to lengthy service barrels. Hence the estimate was prepared and submitted to higher authorities vide WBS No. T-0222-05-03-11-01-003. Awaiting for sanction please. The work will be completed on or before 31.12.2022 after completion of the work compliance report will be submitted. Hence submitted to close the grievance.

4. Personal hearing through video conferencing was conducted @ 11.30A.M on 9.12.2022. EE/O/Puttur, Dy.EE/O/Nagalapuram and complainant Mr.S.Balakrishna present. Heard both sides.

The EE/O/Puttur has stated that the said work will be completed before 15.1.2023 positively, hence requested to close the case.

The complainant requested the forum to complete the case at an early date to avoid electrical accidents, requested to provide LT lines and transformer to the said village.

5. The Dy.EE/O/Nagalapuram has submitted written submission stating that after inspection of existing lines in 11KV Gopalapuram feeder as per field position erected Inline poles, replaced damaged poles and rusty conductor in the 11 KV Gopalapuram feeder. Hence requested to close the case.

6. The complainant Mr. S.Balakrishna, also informed over phone to the Secretary of this forum @ 12.30 P.M. on 21.3.2023 and expressed his satisfaction and requested to close the case.

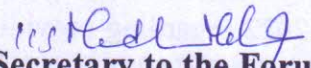
7. In as much as the grievance of the complainant is resolved, the complaint is disposed off in favor of the complainant.

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.