

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.55/2022-23/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

Y.Guravaiah & Ors,
Matherimitta (V),
Chilamathur (P),
Varadaiahpalem (M),
Chittoor Dt.

Complainant

AND

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

Respondents

ORDER

1. The complainant Mr. Y.Guravaiah and others of Matherimitta village given a representation during Vidhyuth Adalath conducted by this forum on 11.8.2022 stating that they are utilizing supply through 1No.DTR only since 15 years and it is overloaded, due to this reason they are facing low voltage problem. Hence requested the forum to arrange to provide new transformer.
2. The case was registered as C.G.No.55/2022-23/Tirupati Circle and sent to respondents for written submissions.
3. The Respondent.No.1 submitted written submission stating that, Sri Y. Guravaiah and others of Matherimitta Village of Varadaiahpalem Mandal submitted a complaint during Special Vidyuth Adhalath conducted on 11.08.2022 regarding providing of Additional DTR and replacement of damaged AB Cable at Matherimitta (V). After inspection of existing DTR's and LT lines in Matherimitta Village, an estimate was prepared for Additional

DESPATCHED
31/5

o/c

DTR and replacement of damaged AB cable and submitted to higher authorities vide WBS No. T-0222-05-03-11-04-011, 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 case.

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

The EE/O/Puttur has stated that the said work will be completed before 15.1.2023 after sanction of the estimate. Hence requested to close the case.

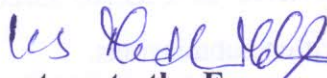
5. On 22.5.2023 the Respondent. No.2 has again submitted written submission stating that the complainant's grievance is resolved, after inspection of the overloaded S-Ph Distribution Transformer and LT lines in Matherimitta (V), Varadaiahpalem (M) few services in S-Ph DTR were tagged to another DTR, now the S-ph DTR load is sufficient. Hence requested to close the case.
6. When staff of this forum contacted over phone at 4.00 P.M on 23.5.2023 to the registered Mobile No. 9000436175 of one of the complainant, Mr.Y.Guravaiah 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 complainants.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

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.