

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

**On this the 30<sup>th</sup> day of May'2023**  
**C.G.No.77/2022-23/Tirupati Circle**

*Present*

*Sri. K. Ramamohan Rao*

*Sri. S.L. Anjani Kumar*

*Smt. G. Eswaramma*

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

*Member (Technical)*

*Independent Member*

*Between*

Smt.L.Prameelamma,  
W/o.Late.Viswanadha Reddy,  
1-18,  
Eguva Reddyvaripalli,  
Chandragiri,  
Tirupati.

Complainant

***AND***

1. Deputy Executive Engineer/O/Chandragiri
2. Executive Engineer/O/Rurals/Tirupati.

Respondents

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**ORDER**

1. The complainant presented a complaint before this forum stating that the complainant is having service vide ASC No.5424105000108 at Reddyvaripalli distribution, operation section, Chandragiri Rural division, Tirupati. The said service is in the name of complainant's husband Late. C.Viswanadha Reddy ( as per the CC bill enclosed). The complainant enclosed the death certificate of her husband Late.Viswanadha Reddy. She is paying the bills regularly, no dues are pending against the service and she is not having electric supply for the last six months.

As part of replacement of Iron electrical poles, the AE concerned has removed all the Iron electrical poles replaced with Cement poles. But left over the

**DESPATCHED**  
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*o/c*

erection of LT line and cable to their agricultural service connection. Hence they are not utilizing supply to the said agricultural service for more than 6 months and due to no supply to the said agricultural service connection, they are unable to cultivate their lands. Hence requested the forum to resolve the grievance of restoration of the supply to the said agricultural service duly providing the LT line.

2. The case was registered as C.G.No.77/2022-23/Tirupati Circle and sent to respondents for written submissions.
3. Respondent. No.1 has submitted written submission on 23.3.2023 stating that, the complainant's son Mr. L.Sudheer Kumar has requested for erection of LT line with 3X16+25Sqmm AB cable to the said Agricultural service. As per the request of the complainant's son, the AEE/O/Chandragiri has sent a proposal for necessary approval, after obtaining approval, the estimate was prepared and sanctioned and stated that the work will be completed within the time period as per the departmental rules. Hence requested to close the case.
4. This forum again informed the respondents over phone to appear before this forum to submit the additional written submission regarding the pendency of the said case. On behalf of respondents the AEE/O/Chandragiri appeared before this forum on 5.5.2023 and submitted the additional written submission stating that 1span length of line erection work was only pending at the time of execution of HVDS works, the same work will be completed within 10days. Hence requested to close the case.
5. On 18.5.2023 the complainant's son Mr. L.Sudheer Kumar approached this forum and submitted a satisfaction letter signed by his mother (complainant) Smt.L.Prameelamma W/o. Late. Viswanadha Reddy stating that her grievance was resolved by the department on 17.5.2023.Hence requested to close the case.




6. In as much as the grievance of the complainant is resolved by the respondents, the complaint is disposed off infavor 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 30<sup>th</sup> May'2023**

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.