

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.48/2022-23/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

M.Eswaraiah,
S/o. Chengalrayulu,
Panduru,
Kothaharijanawada (V)
Varadaiahpalem (M),
Chittoor 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 Pandur Kotha Harijanawada village and due to existence of several houses they are facing low voltage problem, their electrical goods are burnt due to this low voltage problem. Hence requested the forum to provide new transformer.
2. The case was registered as C.GNo.48/2022-2023/Tirupati Circle and sent to respondents for written submission.
3. Respondent.No.1 submitted written submission stating that, the complainant Sri M. Eswaraiah S/o Chengalrayulu, Panduru Kotha Harijanawada (H/W) of Varadaiahpalem Mandal submitted a complaint during Special Vidyuth Adhalath conducted on 11.08.2022. regarding providing of Additional DTR at Panduru Kotha Harijanawada.

DESPATCHED
31/5

After inspection of existing DTR's capacity and connected loads in Panduru Kotha H/W, an estimate was prepared for Additional DTR and the estimate was submitted to higher authorities vide WBS No. T-0222-05-03-11-04-009 , 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.

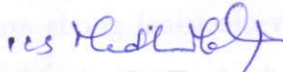
4. Personal hearing through video conferencing was conducted @ 11.30A.M. on 13.12.2022. EE/O/Puttur,Dy.EE/O/Nagalapuram present and complainant absent. The EE/O/Puttur has stated that, the work will be completed on or before 15.1.2023 positively.
5. On 20.5.2023 the Respondent. No.2 has again submitted written submission stating that the complainant's grievance is resolved by erecting 1No.S-ph 15KVA additional DTR at Panduru Kotha H/W , Varadaiahpalem Mandal. Hence requested to close the case.
6. When staff of this forum contacted over phone @ 12.30 P.M. on 23.5.2023 to the registered Mobile No.9666627428of the complainant Mr.M.Eswaraiah 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 31st 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.