

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
Inward No.5701/2022-23/ dated:27.1.2023/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

L.Sumathi,
Ramagiri (P)
Pichatoor Mandal,
Tirupati Dt.

Complainant

AND

1..Executive Engineer/O/Puttur

Respondent

* * * *

ORDER

1. The case of the complainant Smt.L.Sumathi is that she is having service vide ISC No.5331218000527 and utilising the service to her Rice mill.The department disconnected the service and removed the DTR connected to the said service. Hence approached the forum to restore the said service and also to provide DTR. Hence, complaint is posted for hearing on its maintainability and called a report from EE/O/Puttur.
2. EE/O/Puttur has submitted written submission stating that, 1No. 25KVA Distribution Transformer is available in the premises of ISC.No.5331218000527. Further stated that, the complainant has to pay an amount of Rs.29,267/- towards Security Deposit, after payment of the Security Deposit amount only the service will come into live condition. Hence requested to close the case.

o/c
DESPATCHED
3/15

3. Personal hearing was conducted through video conferencing @ 11.30A.M. on 10.3.2023, Dy.EE/O/Nagalapuram, complainant's son Mr.L.Tirumala present.. Heard both sides.

On behalf of the complainant, the complainant's son Mr. L.Tirumala stated that, they are ready to pay the Security Deposit amount in a week and hence requested to restore the said service connection.

Dy.EE/O/Nagalapuram has stated that the said service was bill stopped during the year 2011, the outstanding SD amount adjusted to CC bills. Hence stated that the complainant has to pay an amount of Rs.29,267/- towards Security Deposit, after payment of the Security Deposit amount they will restore the supply Hence requested to close the case.

4. Point for determination is whether the complainant's Rice mill service SC No. 5331218000527 can be restored or not?.

This forum directed the respondents to restore the supply immediately after payment of Security Deposit amount.

On 17.5.2023 the complainant's son approached the forum and submitted a satisfaction letter signed by the complainant, L.Sumathi stating that their said service was restored by the department on 17.5.2023, expressed her satisfaction and requested to close the case.


5. In as much as the greivance of the complainant is resolved by the respondents, the said case is disposed off in favour of the complainant.

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.