

CONSUMER GRIEVANCES REDRESSALFORUM
SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED, TIRUPATI

This the 16th day of November' 2023

C.G.No.29/2023-24/Anantapur Circle

CHAIRPERSON **Sri. V. Srinivasa Anjaneya Murthy**
Former Principal District Judge

Members Present

Sri. K. Ramamohan Rao Member (Finance)
Sri. S.L. Anjani Kumar Member (Technical)
Smt. G. Eswaramma Member (Independent)

Between

Smt.G. Venkata Lakshamma, 4-54, C. Chikkepalli,
Tadipatri, Gooty (M), Anantapur District Complainant

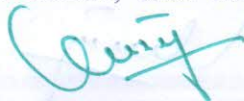
AND

1. Dy. Executive Engineer/O/Tadipatri CCO
2. Executive Engineer/O/Gooty Respondents

This complaint came up for final hearing before this Forum through video conferencing on 06.11.2023 in the presence of the respondents and the complainant remained absent and having considered the complaint and submissions of both the parties, this Forum passed the following:

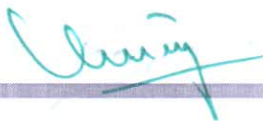
ORDER

1. The case of the complainant is that three months prior to October'2023 she obtained Three Phase service Connection No. 7241133000487 to her motor, that the electrical poles were not



properly erected and hence now the electrical wires in between the poles were disturbed and hanging near to the earth and she has been repeatedly complaining to the respondents, but they are not responding.

2. The said complaint was registered as C.G.No.29/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the service connection of the complainant was released in July'2023 but in September'2023 due to heavy rains and loose soil, the poles leaned and due to that 11 KV line was sagging but soon after receiving the notice from the Forum, they rectified the defect and letter from the complainant was also obtained certifying that the respondents completed the work and satisfactorily attended to her complaint and thereby requested to close the complaint.
3. Complainant failed to attend for the enquiry through video conferencing. Heard the respondents through video conferencing.
4. Perused the entire record. The respondents submitted a copy of the letter signed by the complainant in which she has stated that her grievance was redressed by the respondents to her satisfaction. The respondents also produced copies of the photos showing the



completion of the work. Considering the letter of the complainant and the copies of the photos, this Forum satisfied that subsequent to filing of this complaint by the complainant, the respondents redressed the grievance of the complainant and completed the work. Hence, this complaint can be closed since the purpose is served.

5. *Accordingly*, the complaint is closed. There is no order as to costs.
6. The complainant is informed that if she is aggrieved by the order of the Forum, she may approach the Hon'ble Vidyut Ombudsman, 3rd Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 16th day of November'2023.

16/11/23
CHAIRPERSON
Consumer Grievance Redressal Forum
APSPDCL::TIRUPATI

16/11/2023
Member (Finance) *16/11/2023* Member (Technical) *16/11/2023* Member (Independent) *16/11/2023*

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and All the Respondents

Copy Submitted to

**The Chairman & Managing Director/Corporate
Office/APSPDCL/ Tirupati.**

**The Hon'ble Vidyut Ombudsman, 3rd Floor, Plot
No.38, Sriramachandra Nagar, Vijayawada-08.**

The Secretary/Hon'ble APERC/Hyderabad-04.

The Stock file.

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