

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

On this the 28th day of July' 2023

C.G.No.09/2023-24/Nellore Circle

Present

Sri. K. Ramamohan Rao

Chairperson (FAC) &

Member (Finance)

Sri. S.L. Anjani Kumar

Member (Technical)

Smt.G. Eswaramma

Independent Member

Between

Mr.P.Lakshmi Narayana Reddy,

**Complainant **

4th Street,
Kaveri Nagar,
Podalakur Road,
Nellore Dt.

AND

1. Deputy Executive Engineer/R/ Nellore

Respondents

2. Executive Engineer/R/ Nellore

ORDER

1. The case of the complainant is that he has applied for new non-domestic service connection of 2KW load and paid necessary deposits on 13.5.2023. The distance between the existing line and the complainant's plot is about 40 mtrs only. But the AEE concerned prepared estimate wrongly for erection of 4 poles between existing line to his plot amounting to Rs.1,00,252/-. The complainant also approached Dy.EE concerned and explained the matter. The Dy.EE concerned visited the field and found that the AEE concerned prepared estimate wrongly. Hence issued memo to the concerned AEE. Till now the complainant's grievance is not resolved. Hence the complainant requested the forum to resolve the grievance.
2. The case was registered as C.G.No.09/2023-24/Nellore Circle and sent to Respondents for written submissions.
3. The EE/O/R/Nellore has submitted written submission stating that the consumer Sri.P. Lakshmi Narayana Reddy registered an application for release of new service under Cat LT-2A1 with REG.No.35113N797502023MAY13 Rurals-II Section, Nellore Rurals Sub- division. An Estimate was created by the Asst. Exec. Engineer

DESPATCHED
DATE 28/7

o/c

/O/Rurals-II with WBS.No.E-2023-04-05-11-03-007 on 17.05.2023 and submitted to the Deputy Executive Engineer/O/ Nellore Rurals on 24.05.2023. Due to certain irregularities observed in the estimate, the estimate was not approved by the Deputy Executive Engineer/O/Nellore Rurals.

The Deputy Executive Engineer/O/Nellore Rural called for explanation memo to the Asst. Exec. Engineer/O/Rural-II for irregularities observed and directed to submit the revised estimate. But no reply was received from the Asst. Exe. Engineer/O/Rurals-II. Hence a memo was issued to the Asst. Exec. Engineer/O/Rurals-II by the EE/O/R/Nellore, issued strict instructions to revise and re-submit the estimate.

The revised estimate was sanctioned vide: DEE/O/NLR/NP No 013/2023-24 Dt:30.06.2023. The consumer made payment of Rs.3,800/- PR.No.YUBI1886233945 Dt:13.05.2023 Rs.1,600/- vide PR.No.YPHW1979010937 Dt:06.07.2023 and Rs.29,565/- Vide PR.No.YPHW1979011115Dt:06.07.2023. The Asst. Executive Engineer /O/Rurals-II was also instructed to take up the work and report compliance after releasing the said service. Hence stated that the service will be released as per departmental procedures in vogue. Hence requested to close the case. Respondent No.2 also adduced photo evidence in proof through mail that meter was provided to the complainant.

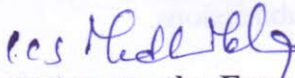
4. When the staff of the forum contacted over phone with the complainant @ 11.15A.M on 21.07.2023 the complainant Mr.P. Lakshmi Narayana Reddy expressed his satisfaction over completion of work and requested to close the case.
5. In as much as the grievance of the complainant is resolved by the respondents, the complaint is disposed off in favour of the complainant.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson (FAC)

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 28th July' 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.