

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

This the 07th day of May'2024

C.G.No.157/2023-24/Nellore 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)

Between

Smt. S. Poornima, Sanath Nagar,
1st Line, 3/4/123, W.No.4
Gudur (M), Nellore District.

Complainant

AND

1. Dy. Executive Engineer/O/Gudur
2. Executive Engineer/O/Gudur

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 03.04.2024 in the presence of the husband of the complainant and respondents having considered the material placed by both the parties, this Forum passed the following:

ORDER

- 01.** The complainant filed the complaint during Vidyut Adalat conducted on 06.03.2024 at Gudur stating that she applied for new service connection for her house but the respondents did not release the same.



- 02.** The said complaint was registered as C.G.No.157/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that already one service connection is in existence to the house of the complainant and now the complainant require another two service connections for which one electric pole is to be erected and they inform the same to the complainant but she did not agree for payment of estimated amount for erection of electric pole, but subsequent to the complaint, she paid the estimated amount and they have erected new electric pole and released the service connections and thereby redressed the grievance of the complainant.
- 03.** Husband of the Complainant and the respondents present. Heard both the parties through video conferencing.
- 04.** Subsequent to filing of the complaint, the grievance of the complainant is resolved by the respondents. The complainant's husband who attended to the enquiry admitted that the respondents released new service connections as per their request and requested to close the complaint. Hence, the complaint is closed as the grievance of the complainant is redressed. No order as to costs.



05. The complainant is informed that if she is aggrieved by the order of the Forum, she may approach the 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 the 07th day of May'2024.


CHAIRPERSON


Member (Finance)


Member (Technical)

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 Vidyut Ombudsman, 3rd Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

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

The Stock file.

