

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

**This the 07<sup>th</sup> day of February' 2024**  
**C.G.No.101/2023-24/Tirupati Circle**

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

**Members Present**

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

***Between***

Smt. I. Bharathi, Tavadapally,  
Manohar Gardens, Palamaneru (Rural Mandal),  
Chittoor District.

Complainant

***AND***

1. Dy. Executive Engineer/O/Palamaner
2. Executive Engineer/O/Punganur


Respondents

This complaint came up for final hearing before this Forum through video conferencing on 02.02.2024 in the presence of the respondents and the complainant remained absent and 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 at Palamaner on 28.12.2023 complaining about two aspects i.e. that the transformer from which power supply is given to her agricultural borewell was burnt but the respondents did not replace the same inspite of her complaint and further she applied for new service connection for the first floor of her house, but it was not released by the respondents.

02. The said complaint was registered as C.G.No.101/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they have not received any complaint from the complainant about damage of the transformer and subsequent to the complaint, they have replaced the damaged transformer with a new working transformer. They further stated that on 21.04.2023 the complainant applied for new service connection for her house and by that time she did not construct the first floor and as such they refused to issue second service connection as the first service connection was already in existence for her house and the complainant after construction of the first floor did not apply for service connection afresh and hence they advised her to re-register her application for fresh consideration.
03. Heard the respondents through video conferencing. The complainant remained absent.
04. The grievance of the complainant is about replacement of new transformer in the place of the damaged transformer and issuance of new service connection to the first floor of her house. Subsequent to filing of the complaint, the respondents erected a new transformer in the place of damaged transformer and submitted compliance report along with copy of the letter issued by the complainant admitting erection of new transformer. The respondents also submitted copy of the letter from the complainant in which she agreed to re-register her application for new service connection for the first floor of her house. Hence, the grievance of the complainant is



resolved and the compliance reports submitted by the respondents are recorded. The respondents are directed to issue the new service connection to the first floor of the complainant on re-registration of the application in that regard by the complainant as per GTCS rules in vogue.

05. Since the grievance of the complainant was resolved, this Forum opines that this complaint is to be closed as infructuous. Accordingly, the complaint is closed. No order as to costs.

06. The complainant is informed that if she is aggrieved by the order of the Forum, she may approach the Hon'ble Vidyut Ombudsman, 3<sup>rd</sup> 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 07<sup>th</sup> day of February'2024.

*Venugopal 07/02/2024*  
CHAIRPERSON

*K. Ramasubrahmanyam*  
Member (Finance)  
07/02/2024

*Srinivasulu Reddy*  
Member (Technical)

*G. Srinivasulu Reddy*  
Member (Independent) 7/2/2024

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, 3<sup>rd</sup> Floor, Plot  
No.38, Sriramachandra Nagar, Vijayawada-08.

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

The Stock file.

