

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

This the 03rd day of April '2024

C.G.No.153/2023-24/Tirupati 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

Sri. B. Venkat Reddy, Mandapampalli,
Dhornakambala, Chandragiri (M), Tirupati Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Chandragiri
2. Dy. Executive Engineer/O/Chandragiri
3. Executive Engineer/O/Tirupati Rural

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 21.03.2024 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 the Vidyut Adalat conducted on 04.03.2024 at Chandragiri stating that he is utilizing the power through 04 agricultural service connections but due to family



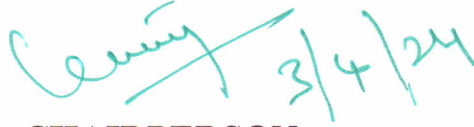
disputes his relatives got disconnected the said service connections and the respondents did not initiate any action to restore the same.

02. The said complaint was registered as C.G.No.153/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint, they conducted a meeting with the complainant and his relatives and the objections are cleared to the satisfaction of the complainant and thereby redressed the grievance of the complainant.
03. Complainant absent. Heard the respondents through video conferencing.
04. Subsequent to filing of the complaint, the grievance of the complainant is resolved by the respondents. The respondents also produced copy of the satisfaction letter issued by the complainant. The complainant did not attend the enquiry through video conferencing. However, when we contacted the complainant through phone, he admitted issuance of letter by him and further stated that his doubts are clarified and objections are resolved and his grievance is redressed and further requested to close the complaint. Hence, this complaint is closed. No order as to costs.
05. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3rd Floor, Plot.

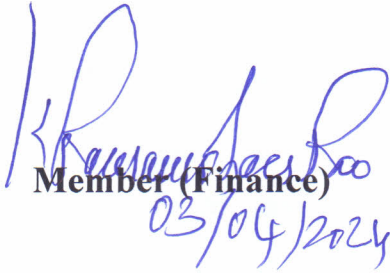


No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar,
Mahanadu Road, Vijayawada-08 in terms of Clause.13 of
Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the
date of receipt of this order and the prescribed format is available in the
website vidyutombudsman.ap.gov.in.

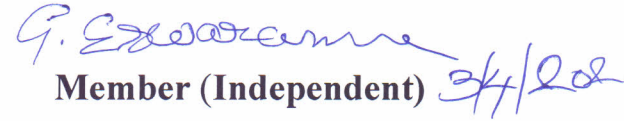
Typed to dictation by the computer operator-2 corrected and
pronounced in the open Forum on this 03rd day of April'2024.



CHAIRPERSON


Member (Finance)
03/04/2024


Member (Technical)


Member (Independent) 04/04/2024

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

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

The Stock file.

