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

This the 07th day of February' 2024

C.G.No.96/2023-24/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. A.Ganesh Kumar Reddy, Eduru (V), Dandapalli(P), Gangavaram(M), 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

O1. The complainant filed the complaint during Vidyut Adalat conducted at Palamaner on 28.12.2023 stating that he is having an agricultural service connection to which supply was given from 25 KVA DTR at Eduru(V) but the said transformer failed to work and requested to replace the same with a new working transformer.

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- o2. The said complaint was registered as C.G.No.96/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint they have enquired with the lineman concerned who told that the complainant did not lodge any complaint about failure of the existing DTR and as such they could not take any action and on receiving the complaint they immediately inspected the existing DTR and found that it is not working and immediately on 28.12.2023 they replaced it with a new healthy DTR and resolved the grievance of the complainant. The respondents also submitted a copy of the letter from the complainant about replacement of the existing DTR.
- **03.** Heard the respondents through video conferencing. The complainant remained absent.
- O4. Subsequent to filing of the complaint, the grievance of the complainant is resolved and the respondents replaced the existing DTR with a healthy DTR and submitted compliance report and the same is recorded. The complainant also in his letter admitted replacement of the DTR and admitted that his grievance was resolved and it is recorded.



- Since the grievance of the complainant was resolved, this Forum opines that 05. 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 he is aggrieved by the order of the Forum, he 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 07th day of February'2024.

CHAIRPERSON 02 2024

mber (Technical) Member (Independent)