




02. 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.
04. 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.


*Leeny*

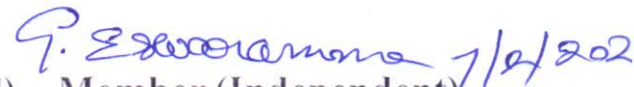
05. Since the grievance of the complainant was resolved, this Forum opines that this complaint is to be closed as infructuous. Accordingly, the complaint is closed. No order as to costs.
06. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Hon'ble Vidyut 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.

  
CHAIRPERSON 07/02/2024

  
Member (Finance) 07/02/2024

  
Member (Technical)

  
Member (Independent) 7/2/2024