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

TIRUPATI

This the 21st day of February'2024

C.G.No.104/2023-24/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)

Between

Smt. T. Sarasamma, Morum (V) & (P), Palamaner, Chittoor District.

Complainant

1ND

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 20.02.2024 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:

<u>ORDER</u>

01. The complainant filed the complaint during the vidyut Adalat conducted on 28.12.2023 at Palamaneru stating that she applied for agricultural service connection and the respondents though erected the poles and wires, did not release the service connection.

Change

- o2. The said complaint was registered as C.G.No.104/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that due to objections raised by neighbouring land owners, they could not release the service connection but on 23.01.2024 the objections were cleared and they released the service connection to the complainant and thereby redressed the grievance of the complainant.
- **03.** Complainant absent. Heard the respondents through video conferencing.
- O4. Subsequent to filing of the complaint, the grievance of the complainant is resolved by the respondents. The complainant did not attend the enquiry through video conferencing but when contacted her through phone, she admitted the release of service connection and reported no objection to close the complaint as her grievance was redressed. Hence, the complaint is closed. No order as to costs.
- 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

(Irwing)

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 21st day of February'2024.

CHAIRPERSON

D 21 02/2024

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.