

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

This 19th day of June' 2024

C.G.No.150/2023-24/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. P. Devarajulu Reddy, #3-2,
Gangudupalli (V),
Chandragiri, Tirupati Dt.

Complainant

AND

1. Dy. Executive Engineer/O/Chandragiri	
2. Executive Engineer/O/Tirupati Rural	Respondents

This complaint came up for final hearing before this Forum through video conferencing on 29.05.2024 in the presence of the respondents and the complainant remained absent and having considered the complaint and submissions of both the parties, this Forum passed the following:

ORDER

01. The complainant filed the complaint during Vidyut Adalat conducted on 04.03.2024 at Chandragiri stating that they are having four

domestic service connections but they are facing interruption in power supply due to long length of service wire and further they are having agricultural service connection and the DTR in the heavy rains fallen and it is to be restored.

- 02.** The said complaint was registered as C.G.No.150/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they have inspected the premises of the complainant and noticed that 120 Mts LT line is to be provided for the complainant to which he has to pay the estimated cost towards service line charges as per department norms and accordingly they have estimated the cost @ Rs.17,662/- and intimated to the complainant and as and when the said amount is paid, they will take up the work. The respondents further submit that they have restored the transformer and rectified the agriculture line work pertaining to the agricultural service connection of the complainant.
- 03.** Heard respondents through video conferencing. The complainant remained absent. The respondents subsequent to the complaint, restored the fallen DTR and rectified the damaged agricultural line of the agricultural service connection of the complainant. The respondents further informed that they estimated the cost of



providing 120 Mts LT line to the domestic service connection of the complainant @ Rs.17,662/- and as and when it is paid, they will complete the work. The complainant when we contacted him by phone confirmed redressal of his grievance so far agricultural service connection is concerned and he further admitted that the respondents informed him about estimated cost for providing 120 Mts LT line to his domestic service connection. Hence, this Forum feel that a direction can be issued to the respondents for providing 120 Mts LT line to the domestic service connection of the complainant as and when he pays the estimated cost.

04. *In the result*, the complaint is closed directing the respondents to provide 120 Mts LT line to the domestic service connection of the Complainant as and when the complainant pays the estimated cost. There is 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

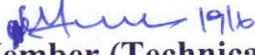


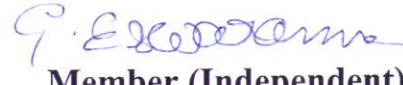
date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 19th day of June'2024.


19/06/24
CHAIRPERSON


Member (Finance)
19/6/2024


19/6
Member (Technical)


19/6/2024
Member (Independent)

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/Vidyut Niyantrana Bhavan, Adjacent to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road, Kurnool-518002, State of Andhra Pradesh.

The Stock file.

