

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

**This 07<sup>th</sup> day of Decem<sup>ber</sup>' 2024**

**C.G.No.184/2024-25/Annamayya Circle**

**CHAIRPERSON**

**Sri. V. Srinivasa Anjaneya Murthy**  
**Former Principal District Judge**

**Members Present**

<b>Sri. K. Ramamohan Rao</b>	<b>Member (Finance)</b>
<b>Sri. S.L. Anjani Kumar</b>	<b>Member (Technical)</b>

***Between***

Smt. M. Thulasamma, Correspondent,  
C/o. Sri Thulasi Educational Academy,  
Lakshmi Nagar, Rly. Kodur,  
Annamayya District.

Complainant

***AND***

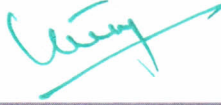
1. Superintending Engineer/O/Annamayya
2. Dy. Executive Engineer/O/Kodur
3. Executive Engineer/O/Rajampet

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 03.12.2024 in the presence of the respondents, 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 06.11.2024 at Kodur stating that in their street one electrical pole is damaged and it is to be replaced.

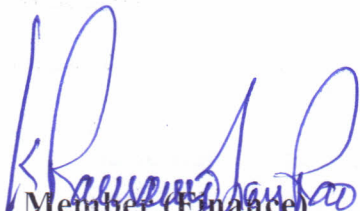



02. The said complaint was registered as C.G.No.184/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint, they replaced the damaged pole with a new healthy pole.
03. Heard respondents through video conferencing. Complainant remained absent. The respondents submit that subsequent to the complaint, they replaced the damaged pole with a new healthy pole. The complainant when contacted through phone stated that the damaged pole was replaced with a new healthy pole and she also issued letter of satisfaction. Since the grievance of the complainant is redressed, the complaint is closed. There is no order as to costs.
04. The complainant is informed that if she is aggrieved by the order of the Forum, she may approach the 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](http://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 December'2024:

 07/12/24

**CHAIRPERSON**

  
Member (Finance)  
07/12/2024

  
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, 3<sup>rd</sup> 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.**

*Clery*  
*07/12/24*