

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

**This 21<sup>st</sup> day of December' 2024**

**C.G.No.118/2024-25/Chittoor 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***

Sri. K. Bhaskar Reddy, D.No.8-87, Dasari Colony  
Pachikapallam (M), Chittoor District

Complainant

***AND***

1. Dy. Executive Engineer/O/Karvetinagaram CCO
2. Executive Engineer/O/Chittoor Rural
3. Superintending Engineer/O/Chittoor
4. Chief General Manager/O&M/Tirupati

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 19.12.2024 in the presence of the complainant and respondents and having considered the material placed by both the parties, this Forum passed the following

**ORDER**

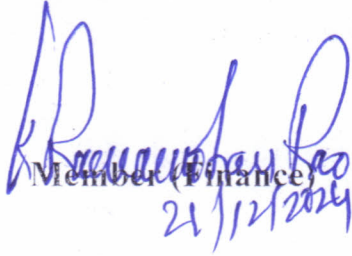
- 01.** The complainant filed the complaint stating that he applied for 3 phase supply with dedicated transformer but the service connection was released from the adjoining common transformer and since dedicated transformer was not erected, he sought for refund of the amounts deposited by him, but the respondents did not return his amount.

- 02.** The said complaint was registered as C.G.No.118/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent the complaint, the complainant requested them for erection of dedicated transformer instead of return of the deposit amounts and accordingly they erected the dedicated transformer.
- 03.** Heard complainant and respondents through video conferencing. The respondents submit that subsequent to the complaint, the complainant requested for erection of dedicated transformer instead of return of the deposit amount and accordingly they erected dedicated transformer. The complainant during the enquiry submit that after the complaint, he changed his mind and requested the respondents for erection of dedicated transformer instead of the return of the deposit amount and accordingly they erected the same and requested to close the complaint. The complainant also issued letter of satisfaction about redressal of his grievance. Considering the circumstances, the complaint is closed as the grievance of the complainant is redressed. There is no order as to costs.
- 04.** The complainant is informed that if he is aggrieved by the order of the Forum, he 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.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 21<sup>st</sup> day of December'2024.

  
CHAIRPERSON

  
Member (Finance)  
21/12/2024

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

The Stock file.

