

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

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

**C.G.No.189/2024-25/Chittoor 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***

Sri. M.Venkatachalam, Mothakunta (V),  
Paleru (P), Bangarupalyam (M),  
Chittoor District.

Complainant

***AND***

1. Superintending Engineer/O/Chittoor
2. Dy. Executive Engineer/O/Chittoor ( R)
3. Executive Engineer/O/Chittoor

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 07.11.2024 at Bangarupalyam stating that he is having agricultural service connection SC.No.5611317001121 and the connected DTR is not

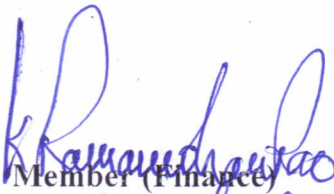



having fuses and the 11 KV line also in zig zag manner due to which there is frequent power failure.

02. The said complaint was registered as C.G.No.189/2024-25 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 solid core insulators and rectified the problem.
03. Heard respondents through video conferencing. Complainant remained absent. The respondents submit that subsequent to the complaint, they replaced the damaged solid core insulators and rectified the problem. The complainant issued letter of satisfaction copy of the same was produced by the respondents in which the complainant has stated that the respondents redressed his grievance. 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 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](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.

  
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.**

*Copy*  
*07/12/24*