

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

This the 05th day of August' 2024

C.G.No.61/2024-25/ Nellore 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

G. Venkata Rathnam, Siddavaram H/W,
S.V. Palem (P), Bogolu (M),
Nellore District.

Complainant

AND

1. Dy. Executive Engineer/O/Kavali
2. Executive Engineer/O/Kavali

Respondents

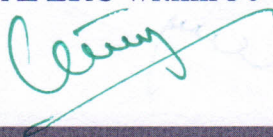
This complaint came up for final hearing before this Forum through video conferencing on 24.07.2024 in the presence of the respondents. Complainant remained absent and having considered the material placed by both the parties, this Forum passed the following:

ORDER

01. The complainant filed the complaint stating that he is utilizing service connection SC.No.3211125000492 and the respondents disconnected his service on 25.06.2024 on the ground that electrical pole was damaged in front of his house but did not restore the power supply.



02. The said complaint was registered as C.G.No.61/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on 26.06.2024 AE/O/Bogole received complaint from the complainant that there was no supply to his house since the previous night and immediately he sent the staff who restored the power supply immediately by reconnecting the barrel wire which was cut on the pole and the supply interruption was due to heavy gale and ageing of barrel wire only and the same was informed to the complainant.
03. Complainant absent. Heard the respondents through video conferencing.
04. According to the respondents the reason for interruption to the power supply was due to heavy gale and ageing of barrel wire and there is no fault on the part of the respondents. Though the complainant made several allegations against the respondents in his complaint, he remained absent and failed to establish the same. Since the power supply to the complainant's service connection is restored, the grievance of the complainant is redressed and hence, this complaint is closed. 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 Hon'ble 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

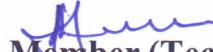


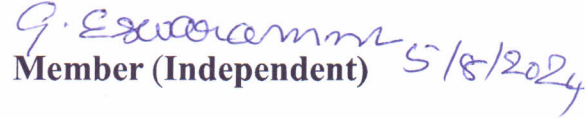
order and the prescribed format is available in the website
vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and
pronounced in the open Forum on this 05th day of August'2024.


CHAIRPERSON


Member (Finance)
05/08/2024


Member (Technical)


Member (Independent) 5/8/2024

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and All the Respondents

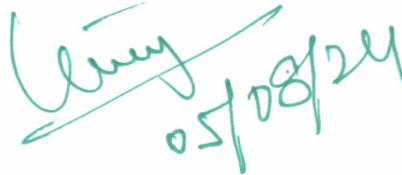
Copy Submitted to

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

The Stock file.


05/08/24