

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

TIRUPATI
This 10th day of April'2025

C.G.No.322/2024-25/Sri Satya Sai 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. W. Vijaya Lakshmi | Member (Independent) |

Between

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| Sri. D. Kishore, D.No. 1/153, Poda Rallapalli, Mudigubba (M), Sri Satya Sai Dist. | Complainant |
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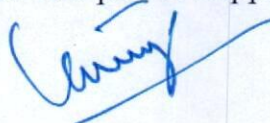
AND

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| 1. Superintending Engineer/O/Sri Satya Sai | |
| 2. Dy.Executive Engineer/O/Kadiri East | |
| 3. Executive Engineer/O/Kadiri | Respondents |

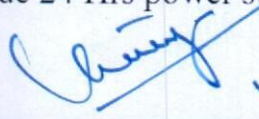
This complaint came up for final hearing before this Forum through video conferencing on 08.04.2025 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

ORDER

- 01.** The complainant filed the complaint during the Vidyut Adalat conducted on 25.02.2025 at Kadiri stating that he is having service connection SC.No.7422246000110 and he paid necessary deposits to convert the feeding line to 24 Hrs power supply, but till date 24 Hrs supply is not given.



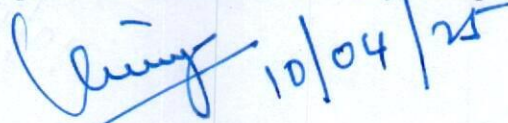
02. The said complaint was registered as C.G.No.322/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the service connection of the complainant was released under 11 KV Dorigallu Rural Agricultural Feeder and to provide 24 Hrs power supply to the service of the complainant, UG cable is to be laid under Railway track for which they addressed letter seeking for permission form Railway Authorities and on receiving permission, they execute the work and provide 24 Hrs power supply to the complainant.
03. Heard the respondents through video conferencing. Complainant remained absent. The respondents submit that the service connection of the complainant was released under 11 KV Dorigallu Rural Agricultural Feeder and to provide 24 Hrs power supply to the service of the complainant, UG cable is to be laid under Railway track for which they addressed letter seeking for permission form Railway Authorities and on receiving permission, they execute the work and provide 24 Hrs power supply to the complainant.
04. Considering the circumstances, the Respondents are directed to execute the work on getting permission from the Railway Authorities and to provide 24 Hrs power supply to the complainant. Accordingly,

 10/04/25

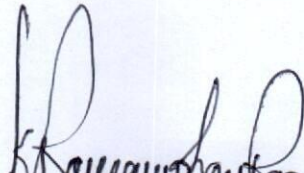
the complaint is disposed off. There is no order as to costs. The secretary of the Forum is instructed to forward a copy of this order to the complainant herein through whatsapp and Post.


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.18.1 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.

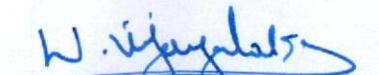
Typed to dictation by the computer operator-1 corrected and pronounced in the open Forum on this 10th day of April'2025.

 10/04/25

CHAIRPERSON


Member (Finance)
10/04/2025


Member (Technical)


Member (Independent)

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant through whatsapp and Post

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.

Handwritten signature
10/04/25