

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

TIRUPATI

This 25th day of March'2025

C.G.No.292/2024-25/Tirupati Circle

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

Members Present

Sri. S.L. Anjani Kumar Member (Technical)
Smt. W. Vijaya Lakshmi Member (Independent)

Between

Sri. A. Raja Naidu, Kothapachipalli,
Pakala (M), Tirupati Dist.

Complainant

AND

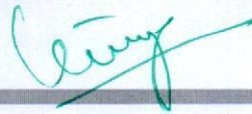
1. Superintending Engineer/O/Tirupati
2. Dy.Executive Engineer/O/Pakala
3. Executive Engineer/O/Tirupati Rural

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 18.03.2025 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

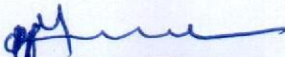
- 01.** The complainant filed the complaint during the Vidyut Adalat conducted on 13.02.2025 at Pakala stating that the cable wire from the electric pole to the transformer of their agricultural service connection is damaged and it is to be replaced.

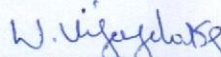


02. The said complaint was registered as C.G.No.292/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on receiving the complaint, they replaced the damaged cable wire with a new one.
03. Heard the respondents through video conferencing. Complainant remained absent. The respondents submit that on receiving the complaint, they replaced the damaged cable wire with a new one. The complainant issued letter of satisfaction confirming the change of damaged cable wire with a new one. Since the grievance of the complainant is redressed, the complaint is closed. 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.
04. 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-2 corrected and pronounced in the open Forum on this 25th day of March'2025.

 25/03/2025
CHAIRPERSON


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.

