

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

TIRUPATI

This 25th day of March'2025
C.G.No.297/2024-25/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. M.Raghunath Naidu, D.No.8-28,
Macha Street, 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 electrical pole in Macha Street is in damaged condition and it is to be replaced.

02. The said complaint was registered as C.G.No.297/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on receiving the complaint, they inspected the electric pole and found that it is in healthy condition and they replaced the existing LT shackle & insulator for safety purpose.
03. Heard the respondents through video conferencing. Complainant remained absent. The respondents submit that on receiving the complaint, they inspected the electric pole and found that it is in healthy condition and they replaced the existing LT shackle & insulator for safety purpose. The complainant issued letter of satisfaction. 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.

Vijaya 25/03/2025

CHAIRPERSON

[Signature]
Member (Technical)

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

The Stock file.



