



**CONSUMER GRIEVANCES REDRESSAL FORUM-I**  
**TSNPDCL : : WARANGAL.**

Office: H. No. 2-5-58, Opp: Head Post Office, Nakkalagutta, Hanamkonda,  
Warangal-Dist., Pin Code No. 506001. Office Ph.No : 0870-2461551

29<sup>th</sup> day of October, 2018.

PRESENT : Sri. K. Krishnaiah : Chairperson : 9440811299  
Sri. R. Charan Das : Member (Finance) : 9491307004  
Sri. K. Eshwaraiah : Member(Technical) : 8333923840  
Sri. E. Ganapathi Reddy : 4<sup>th</sup> Member : 9440225427

C.G. No. 258/2018 of Khammam Circle

BETWEEN

Sri B. Venkateshwarlu  
Nayakulagudem– Village,  
Sujathanagar– Mandal,  
Kothagudem, Khammam-Dist.  
Cell No.9640184656.

Complainant

AND

1. Assistant Engineer/Operation/Sujathanagar– 7901678192.  
2. Assistant Divisional Engineer/Op/Kothagudem-9440811538.  
3. Divisional Engineer/Operation/Kothagudem –9440908204. } RESPONDENTS

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Whereas on 16.08.2018, the above named Complainant filed a complaint against respondents for redressal of his grievance. The gist of the complaint is as follows.

1. Dispute:

i. The complainant approached to the Forum during the local court conducted at Sujathanagar on 16.08.2018 and requested to replace (10) Nos. damaged poles at Nayakulagudem.

2. The matter has been registered as CG.No.258/2018 under Clause 5 (7) of TSERC Regulation 3 of 2015 read with Section 42(5) of Electricity Act 2003, A notice has been served on the concerned respondents.

3. Cause of Complaint: "Change (10) Nos. damaged poles".

4. Reports submitted before the Forum:

"None of the reports were received from the respondents by the Forum".

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5. Findings of forum:

- i. The respondents have acted on the grievance and prepared an estimate for replacing of (10) Nos. damaged poles at Nayakulagudem and submitted to the higher officers for sanction.
- ii. After sanction of an estimate, the respondents have taken work order and replaced the damaged poles and same was intimated to the Forum over the phone.
- iii. Over the phone conversation with the complainant on 24.10.2018 he stated that the work was completed and satisfied.

6. ORDER:

After careful consideration of the phone conversation with the respondents and complainant the Forum is passed the following order:

- i. The grievance of the complainant is resolved by the respondents duly replacing the damaged cable to (10) Nos. poles at Nayakulagudem (Village).
- ii. With the above order the CG.No.258/2018 is hereby CLOSED.

7. Reasons for delay :-

There is a delay of (30) days in deciding the petition. The reason for delay is non-receipt of reports from respondents in time.

Signed on 29<sup>th</sup> day of October, 2018.

Sd/-  
K.ESHWARAI AH  
MEMBER(TECHNICAL)

Sd/-  
R. CHARAN DAS  
MEMBER(FINANCE)

Sd/-  
K.KRISHNAIAH  
CHAIRPERSON

Proc.No. CP/M(Tech)/M(Fin)/CGRF-I/NPDCL/WGL/CG.No.258/18,Dt.29.10.18.

Copy to :-

The Superintending Engineer/Operation/Khammam.

The Chief General Manager/Operation/NPDCL/Warangal.

The General Manager (IT)/Corporate Office/NPDCL/Warangal.

(He is requested to place the order in the Company's Website).

Sri E.Ganapathi Reddy(4<sup>th</sup> member, CGRF-I/ TSNPDCL),

H.No.2-97, Nandiwada(V), Tadwai(M), Kamareddy-Dist.

Pin Code No. 503120.

The Stock file.

//FORWARDED BY ORDER//

Assistant Engineer  
Consumer Grievances Redressal Forum-I