



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

29th day of December, 2018.

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

C.G. No. 260/2018 of Kothagudem Circle

BETWEEN

Sri B. Srinu
Vepalagadda– Village,
Sujathanagar– Mandal,
Kothagudem - Dist.
Cell No.8106902532.

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 on 16.08.18 during the local court conducted at Sujathanagar and requested to replace the damaged (02) Nos. poles with new poles at Vepalagadda (Village) of Sujathanagar.

2. The matter has been registered as CG.No.260/2018 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 (02) 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 replace the damaged (02) Nos. poles with new poles at Vepalagadda (Village) of Sujathanagar and submitted to the higher officers for sanction.
- ii. After sanction of estimate, the work order was taken by the respondents and completed the work in full shape and informed over the phone to the Forum on 28.12.2018.
- iii. Over the phone conversation with the complainant on 29.12.2018 he was confirmed that the work was completed and he satisfied with the action of the respondents.

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 by replace the damaged (02) Nos. poles with new poles at Vepalagadda (Village) of Sujathanagar.
- ii. With the above order the CG.No.260/2018 is hereby CLOSED.

7. Reasons for delay :-

There is a delay of (99) days in deciding the petition. The reason for delay is non-receipt of reports from respondents in time.

Signed on 29th day of December, 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.260/18.Dt.29.12.18.

Copy to :-

The Superintending Engineer/Operation/Kothagudem.

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(4th 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