



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 April, 2019.

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. 380/2018-19 of Kothagudem Circle

BETWEEN

Sri Soni Siva Prasad (Surpanch)
Vedanthapur – Village,
Vinayakapuram,
Aswaraopet – Mandal,
Kothagudem - Dist.
Cell No.9346749982.

Complainant

AND

1. Assistant Engineer/Operation/Vinayakapuram – 7901678198. } RESPONDENTS
2. Assistant Divisional Engineer/Op/Ashwaraopet–9490627021. }
3. Divisional Engineer/Operation/Kothagudem – 9440908204. }

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Whereas on 19.02.2019, 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 Vinayakapuram on 19.02.2019 and requested to replace the damaged cable with new cable.

2. The matter has been registered as CG.No.380/2018-19 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: "Replacement of damaged cable".

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4. Reports submitted before the Forum:

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

5. Findings of forum:

- i. The respondents have acted on the grievance and replaced the damaged cable with new cable and rectified the problem.
- ii. Over the phone conversation with the complainant on 20.04.2019 the complainant confirmed that damaged cable was replaced with new cable.

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 replaced the damaged cable with new cable.
- ii. With the above order the CG.No.380/18-19 is hereby CLOSED.

7. Reasons for delay :-

There is a delay of (25) days in deciding the petition. The reason for delay is non-receipt of reports from respondents in time.

Signed on 29th day of April, 2019.

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.380/18-19,Dt.29.04.19.

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