

BEFORE THE FORUM  
FOR REDRESSAL OF CONSUMER GRIEVANCES  
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI

On this the 19<sup>th</sup> day of July 2016

In C.G.No: 318/ 2015-16/Kurnool Circle

*Present*

*Sri J.V.T.S Prasad*  
*Sri N.Siva Sankar Prasad*  
*Sri T. Rajeswara Rao*

*Chairperson (I/c)*  
*Member (Accounts)*  
*Member (Legal)*

*Between*

Sri Uppara Venkateswarlu & Others  
C/o Uppara Pedha Sanjappa  
D.No:5/37  
Kukatikonda  
Velamkuru - Post Office  
Devanakonda Mandal  
Kurnool- Dist

Complainant

AND

1.Assistant Engineer/Devanakonda  
2.Assistant Divisional Engineer/Pathikonda  
3.Divisional Engineer/Adoni

Respondents

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Sri Uppara Venkateswarulu & Others C/o Uppara Pedha Sanjappa is a resident of D.No:5/37, Kukatikonda, Velamakuru Post Office, Devanakonda mandal, Kurnool -Dist, here in called the complainant, In their complaint dt:19.08.2015 filed in the Forum on dt:19.08.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. They are residents of Kukatikonda, Velamakuru Post Office, Devanakonda mandal Kurnool -Dist.
2. He is requested to rectify the low voltage problem in their area and provide DTR in their location.

Notices were served upon the respondents duly enclosing a copy of complaint.

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o/c  
DESPATCHED  
DATE 26/07

The respondent-1 i.e.the Additional Assistant Engineer/Operation/ Devamakonda in his written submission dt:31.10.2015 , which is received in this office on dt:07.11.2015 stated that:

1. The complaint was registered in Consumer Grievances Redressal Forum before Chairperson of the CGRF held on 19.08.2015 , in connection with the low voltage problem in Kukatikonda village in Devankonda mandal bearing of water works service.
2. Further it is to submit that the steps have been taken to avoid the low voltage problem duly creating the estimate No. T-2015-08-03-34-01-051 and estimate to be sanction at Division Office, Adoni and it is under process.

Further The respondent-1 i.e,the Assistant Engineer/Operation/ Devamakonda in his written submission dt:31.01.2016 , which is received in this office on dt:08.03.2016 stated that:

1. The factual report in connection with the problem overload the DTR cum low voltage problem the same problem expressed by the aforesaid consumer , in the letter dated 31.10.2015 , the under signed have been created the estimate for proposing additional Distribution Transformer to the said consumers location , vide the estimate No:T-2015-08-03-34-01-051 to this effect the work order released and the work is now completed duly erected the Additional Distribution Transformer with the capacity of 25 KVA at the said location of Kutaikonda (V) of Devankonda (M) to avoid the low voltage problem of the said consumers.

Further The respondent-1 i.e.the Assistant Engineer/Operation/ Devamakonda in his written submission dt:28.05.2016 , which is received in this office on dt:13.06.2016 stated that:

1. In continuation to the above references cited, I herewith submit the factual report in connection with the problem overload the DTR cum low voltage problem the same problem expressed by aforesaid consumer , in the letter dated 31.10.2015, the under signed have been created the estimate for proposing additional Distribution Transformer to the said consumers location , vide the Estimate No:T-2015-08-03-34-01-051 to this effect the work order released and the work is now completed on 04.05.2016 duly erected the additional Distribution Transformer with the capacity of 25 KVA at the said location of Kutaikonda (V)of Devanakonda (M) to avoid the low voltage problem of the said consumers please.
2. In explain of the above, the reply is submitted for your kind perusal and requested to drop the case against the CGRF case No:318/2015-16 for favour further action please.

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**Findings of the Forum**

- A. During the Vidyut Adalat at Pathikonda Sub – Division of Kurnool District on 19.08.2015 , Sri U.Venkateswarlu , Sarpanch , Velmakur (V) has filed petition before the Forum , where in he has informed that low voltage problem exists in Kukatikonda (village) as a result public are facing more inconvenience requested for rectification of this same.
- B. The Respondent 1 and 2 in their Joint letter dt 28.05.2016 received in the Forum on 13.06.16 has submitted an estimate No:T-2015-08-03-34-01-051 was sanctioned for erection of additional Distribution Transformer at Kutaikonda (V) to solve the low voltage and work is completed on 04.05.16 in all aspects. Sri U.Venkateswarulu complainant has expressed his satisfaction over phone for redressal of his grievance

**ORDER**

In as much as the grievance of the complainant has been resolved by the Respondents to his satisfaction the case is disposed off.

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063, within 30 days from the date of receipt of this order.

Signed on this, the 19<sup>th</sup> day of July 2016

Sd/-

**Member(Legal)**

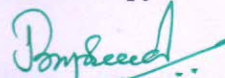
Sd/-

**Member(Accounts)**

Sd/-

**Chairperson**

**True Copy**

  
**Chairperson**

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.