

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

**On this the 4<sup>th</sup> day of February 2020**  
**C.G.No:113/2019-20/Kurnool Circle**

Present

Sri. Dr. A. Jagadeesh Chandra Rao  
Sri. Dr. R. Surendra Kumar

Chairperson  
Independent Member

B.Sesha Phani,  
4/59,  
Gayathri Nagar,  
Bethamcherla,  
Kurnool -Dist

Complainant

***AND***

1. Assistant Executive Engineer/B.Cherala Town  
2. Deputy Executive Engineer/O/Bethamcherla  
3. Executive Engineer/O/Dhone  
4. Superintending Engineer/O/Kurnool

Respondents

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**ORDER**

1. Complainant presented a complaint before this Forum regarding rectification of low voltage problem and fluctuations in power supply.
2. Respondent No.3 submitted his written submission to the Forum wherein he elucidated that the premises was inspected and noticed that low voltage problem was particularly during evening peak load hours. In this regard an estimation for conversion of 0.22KM LT single phase 3 wire line to 3 phase 5 wire line has been sanctioned and the work was completed thereby the problem of low voltage fluctuations of complainant was rectified.

Respondent No. 2 was also submitted statement of complainant addressed to Respondent No.1 wherein he expressed his satisfaction for rectifying low voltage problem.

**DESPATCHED**  
DATE 07/02

3. When the complainant was contacted over phone by the Forum on 01.02.2020 at 12.45 P.M, he had expressed his satisfaction in resolving his problem.
4. Since the grievance of the complainant was resolved by the Respondents, accordingly the case is disposed off.

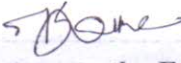
If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhr Pradesh**, 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order.

This order is passed on this, the day of 4<sup>th</sup> February' 2020.

Sd/-  
**Independent Member**

Sd/-  
**Chairperson**

**Forwarded By Order**

  
**Secretary to the Forum**

To

The Complainant  
The Respondents

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

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order

Copy Submitted to the Secretary, APERC, 11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.