

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

**On this the 18<sup>th</sup> day of September 2019**

**C.G.No:117/2019-20/Kurnool Circle**

**Present**

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

**Chairperson**  
**Member (Finance)**  
**Independent Member**

***Between***

K.Ramalingeswara Reddy,  
4/364/1-4,  
Srinagar Colony,  
Bethamcherla,  
Kurnool -Dist .

**Complainant**

***AND***

1. Assistant Executive Engineer/O/Bethamcherla Town  
2. Deputy Executive Engineer/O/Bethamcherla  
3. Executive Engineer/O/Dhone

**Respondents**

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**ORDER**

1. Complainant presented a complaint stating that there are frequent interruptions in power supply and due to voltage fluctuations television, refrigerator and bulbs were burnt. Hence requested to resolve long pending grievance by providing new Distribution Transformer.
2. Respondent No.1 in his written submission has explained that the premises of the complainant has been inspected by him and an estimate was created vide WBS No. T-0018-08-05-12-01-004 for erection of 1 No. new 160 KVA DTR in place of old repaired 100 KVA DTR. New 160 KVA DTR has been drawn and erected, thus the voltage fluctuation problem has been redressed. The respondent has also enclosed a letter of the complainant dt: 28.08.2019

**DESPATCHED**  
**DATE 19/09**

C.G.No.117/2019-20/Kurnool Circle

addressed to respondent No.1 wherein he has conveyed his gratitude for resolving the voltage fluctuation problem.

3. When the complainant was contacted over phone by the Secretary/ Forum at 11.10 A.M on 04.09.2019, the complainant has expressed his satisfaction in resolving his grievance.
4. Since the grievance of the complainant has been resolved by the respondents the complaint is disposed off in favour of the complainant.

If aggrieved by this order, the Complainant may represent 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


This order is passed on this, the day of 18<sup>th</sup> September 2019.

Sd/-  
**Member (Finance)**

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.

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