

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 31st day of December 2019
C.G.No:123/2019-20/ Kurnool Circle

Present

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

Chairperson
Member (Finance)
Independent Member

Between

Sri. S. Madhu Mohan,
2-78,
Bethamcherla,
Kurnool -Dist.

Complainant

AND

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

Respondents

ORDER

1. Complainant presented a complaint before the Forum regarding rectification of voltage problem in his area.
2. Respondent No.1 submitted his written submission to the Forum through e-mail wherein he stated that the premises of the complainant was inspected and an estimate was created for erection of new 160 KVA DTR in the place of old 100 KVA DTR. After sanction the 160 KVA DTR erection work was executed and the problem of voltage fluctuations for the consumer was rectified.
3. Respondent No.1 had also enclosed the statement of the complainant addressed to Respondent No.1 wherein he expressed satisfaction for resolving his grievance of low voltage problem.
4. When staff of the Forum contacted the complainant on 19.12.2019 at 11.00 A.M. he expressed his satisfaction in resolving his grievance.

DESPATCHED
DATE 6/1/20

5. In as much as the grievance of the complainant was resolved by the Respondents, accordingly the case is disposed off in favour of the complainant.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd 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 31st December 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, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

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