

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

On this the 26th day of October 2019

C.G.No:47/2019-20/Nellore Circle

Present

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

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

P. Ravi Kumar Reddy,
Damaramadugu(V),
Buchireddypalem (M),
Nellore -Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Buchireddypalem
2. Assistant Executive Engineer/O/Damaramadugu
3. Deputy Executive Engineer/O/Buchireddypalem
4. Executive Engineer/O/Kavali

Respondents

ORDER

1. Complainant presented a complaint stating that he is having two AGL service connections bearing No's 3241313000686 and 3241313000454 in Damaramadugu. There is low voltage problem to the tail end AGL consumers in SS-11 transformer of Damaramadugu. Hence requested to resolve the low voltage problem.
2. Respondent No.2 in his written submission has explained that the services of SS-11 of Damaramadugu were inspected and part of the load has been diverted to the existing nearby distribution transformer. The voltages at the tail end of the LT lines are examined and found that the motors are running satisfactorily. Further the respondent has also submitted that the HVDS works are under progress after erection of 25 KVA DTR's for

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DESPATCHED
DATE 28/10

each 3 to 5 services depending upon the load the problem regarding low voltage will be resolved permanently. At present there is no voltage problem to the tail end of AGL consumers. He has also enclosed letter from the complainant addressed to the CGRF wherein the complainant has confirmed about diversion of part of the loads by the respondents and confirmed about adequacy of the voltage levels and expressed his satisfaction.

3. During the tele-conversation at 12.15 P.M on 01.10.19 the complainant has expressed his gratitude in resolving the low voltage problem.
4. In view of the above 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**, 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 26th October 2019.

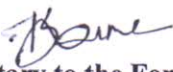
Sd/-
Member (Finance)

Sd/-
Member (Technical)

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 within 30 days from the date of receipt of this order

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

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