

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

On this the day of 6th November'2019

In C.G.No:73/ 2019-20/Ongole Circle

Present

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

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

K.Satish Babu,
D.No:17-83,
Near Viveka School,
Rama Nagar,
Desayampeta Panchayati,
Vetapalem
Prakasam -Dist

Complainant

AND

1. Assistant Executive Engineer/O/Vetapalem
2. Deputy Executive Engineer/O/Vetapalem
3. Executive Engineer/O/Chirala

Respondents

ORDER

1. Complainant filed a petition before the Forum regarding rectification of low voltage problem in his area.
2. Respondents No.2 & 3 in their joint written submission to the Forum stated that Respondent No.1 had inspected the area under question and found that there is only single phase line laid in the earliest days for low loads of weavers over period of time the loads were increased and low voltage problem is faced by the consumers . Hence the Respondents prepared estimate for conversion of LT single phase 3 wire line to LT 5

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DESPATCHED

DATE

13/11

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phase 3 wire line and completed work on 25.06.2019 and thus complainant grievance was resolved.

3. Complainant when contacted over phone on 22.10.2019 at 11.45 A.M, he had expressed his satisfaction to the Forum for resolving his grievance.
4. In as much as the grievance of the complainant has been resolved by the Respondents, accordingly the complaint is disposed off in favour of 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 6th November 2019.

Sd/- Sd/- Sd/- Sd/-
Member (Technical) Member (Finance) Independent Member 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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