

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 28<sup>th</sup> day of September 2019**  
**C.G.No:112/2019-20/Kurnool Circle**

*Present*

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

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

*Between*

M. Vara Lakshmi,  
4/372,  
Sishu Mandhir Road,  
Sri Nagar Colony,  
Bethamcherla,  
Kurnool -Dist .

Complainant

*AND*

1. Assistant Accounts Officer/ERO/Bethamcherla 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 stating that due to high voltage she is getting interruptions in power supply and also electrical equipments are damaged in her house. Hence requested to arrange quality supply.
2. Respondent No.1 in his written submission has explained that he has inspected the premises of the complainant and prepared an estimate vide WBS No. T-0018-08-05-12-01-004 for erection of new 160 KVA DTR in place of old repaired 100 KVA DTR. After obtaining sanction he has erected new 160 KVA DTR and the problem of voltage fluctuations has been rectified. He has also enclosed letter of the complainant dt : 24.09.2019 addressed to respondent No.1 informing that voltage problem has been rectified.

**DESPATCHED**

**DATE**

30/9

C.G.No.112/2019-20/Kurnool Circle

3. When the complainant was contacted through phone by the Secretary/Forum at 3.55 P.M on 25.09.2019, the complainant has expressed his satisfaction in resolving her 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 28<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.