# CONSUMER GRIEVANCES REDRESSALFORUM SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,

## **TIRUPATI**

## This the 06th day of March'2024

# C.G.No.137/2023-24/Kadapa Circle

**CHAIRPERSON** 

Sri. V. Srinivasa Anjaneya Murthy Former Principal District Judge

#### **Members Present**

Sri. K. Ramamohan Rao

Member (Finance)

Sri. S.L. Anjani Kumar

Member (Technical)

Smt. G. Eswaramma

Member (Independent)

#### Between

Smt. K.Venkata Subbamma, D.No.17/145-17,

Opp. Vijayadurga Temple, Kadapa,

Complainant

#### AND

- 1. Dy. Executive Engineer/O/Kadapa-1
- 2. Executive Engineer/O/Kadapa

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 05.03.2024 in the presence of the complainant and respondents and having considered the material placed by both the parties, this Forum passed the following:

#### ORDER

o1. The complainant during the Vidyut Adalat conducted on 08.02.2024 at Kadapa filed the complaint stating that she is having service connection SC.No.2112401114466 and for the last one year they are suffering with low voltage problem and requested for rectification.



- O2. The said complaint was registered as C.G.No.137/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they inspected the DTR and LT lines from which the complainant is getting power and they found all are in good condition and they also enquired the other consumers available under the same network regarding power fluctuations but nobody raised any complaint about low voltage and they also inspected the connections upto metering point in the premises of the complainant and they are also in good condition and hence they advised the complainant to check the internal wiring of the building by a qualified electrician and also to provide proper earthing to avoid fluctuations.
- **03.** Heard both the parties through video conferencing.
- o4. According to the respondents there was no problem with the DTR structure, LT lines and all the connections upto the metering point in the premises of the complainant. There was no compliant about low voltage from any other consumer in that locality. Hence, the complainant is directed to check the internal wiring of the building and to give proper earthing to avoid fluctuations as advised by the respondents. Accordingly, the complaint is closed. No order as to costs.

The complainant is informed that if she is aggrieved by the order of the Forum, she may approach the Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 06<sup>th</sup> day of March'2024.

CHAIRPERSON

mber (Finance)

Member (Technical)

Member (Independent)

Documents marked

For the complainant: Nil For the respondents: Nil

Copy to the

Complainant and All the Respondents

**Copy Submitted to** 

The Chairman & Managing Director/Corporate Office/APSPDCL/ Tirupati.

The Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

The Secretary/Hon'ble APERC/Hyderabad-04.

The Stock file.