



02. 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.
04. 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 complaint 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.




05. 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

  
Member (Finance)  
06/03/2024

  
Member (Technical)

  
Member (Independent) 6/3/2024

**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.**

