

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

This the 01st day of November' 2023

C.G.No.27/2023-24/Nellore 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)**

Between

Sri.S.V.Seshaih, D.No.25-2-4,
Lakeview Colony, 1st Lane, A.K. Nagar, Nellore.

Complainant

AND

1. Dy. Executive Engineer/O/A.K. Nagar
2. Executive Engineer/O/nellore Town

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 27.10.2023 in the presence of respondents and the complainant remained absent and having considered the complaint and submissions of both the parties, this Forum passed the following:

ORDER

1. The case of the complainant is that he is having service connection at Lakeview Colony, A.K. Nagar, Nellore and he is facing low voltage problem frequently and he requested the respondents for



rectification, that the respondents inspected the premises and prepared an estimate for conversion of single phase to 3-Phase supply but not resolved his grievance.

2. The said complaint was registered as C.G.No.27/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the Assistant Engineer concerned attended the complaint and rectified the low voltage problem by completing the work of conversion of line from LT-1- Ph.3 wire to 5 wire line and submitted the compliance report and the grievance of the complainant is resolved.
3. Complainant is absent. Heard the respondents through video conferencing.
4. Subsequent to filing of the complaint, the grievance of the complainant is resolved and the complainant also submitted a letter Dt: 17.10.2023 to this Forum stating that his grievance was resolved and low voltage problem was solved by the respondents on 16.10.2023 and the same is recorded.
5. Since the complainant himself reported by addressing a letter that the low voltage problem was solved and his grievance is resolved, this Forum opines that this complaint is to be closed as infructuous

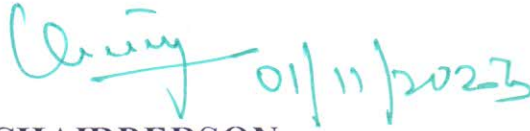


since the purpose is served. Accordingly, the complaint is closed.

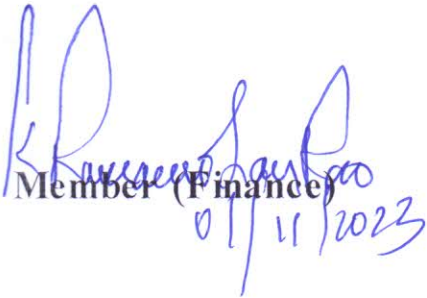
No order as to costs.

6. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Hon'ble Vidyut Ombudsman, 3rd 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 01st day of November'2023.

 01/11/2023

CHAIRPERSON

 01/11/2023
Member (Finance)

 11/11/2023
Member (Technical)

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 Hon'ble Vidyut Ombudsman, 3rd Floor, Plot
No.38, Sriramachandra Nagar, Vijayawada-08.

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

The Stock file.

