

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

This 21st day of June' 2024

C.G.No.125/2023-24/Nellore Circle

CHAIRPERSON **Sri. V. Srinivasa Anjaneya Murthy**
Former Principal District Judge

Members Present

Sri. K. Ramamohan Rao **Member (Finance)**
Smt. G. Eswaramma **Member (Independent)**

Between

Sri. SK. Naseer Ahamed,
D.No.1-10-63/6, Rajiv Nagar, 5th Line,
Kavali (M), Nellore District. **Complainant**

AND

1. Assistant Accounts Officer/ERO/Kavali
2. Dy. Executive Engineer/O/Kavali
3. Executive Engineer/O/Kavali **Respondents**

This complaint came up for final hearing before this Forum through video conferencing on 19.06.2024 in the presence of the respondents and the complainant remained absent and having considered the complaint and submissions of both the parties, this Forum passed the following:

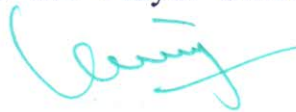
ORDER

01. The complainant filed the complaint during Vidyut Adalat conducted on 06.02.2024 at Kavali stating that he is having SC.No. 3211300030381, that about two months back the respondents



changed the meter but it is not showing the reading and further in their area they are suffering with low voltage issue.

02. The said complaint was registered as C.G.No.125/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint they have inspected the meter of the complainant and noticed that there was no fault with meter and it is showing the reading and they issued the bill to the complainant. They further stated that in the locality of the complainant they have changed the single phase line to 3-phase line and solved the low voltage problem.
03. Heard respondents through video conferencing. The complainant remained absent. The respondents subsequent to the complaint, rectified the meter problem of the complainant and also solved the low voltage problem in that locality and thereby redressed the grievance of the complainant who admitted the same when we contacted him through phone. Since the grievance of the complainant was redressed, this Forum feel that this complaint can be closed.
04. ***In the result***, the complaint is closed. There is no order as to costs.
05. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3rd Floor, Plot.

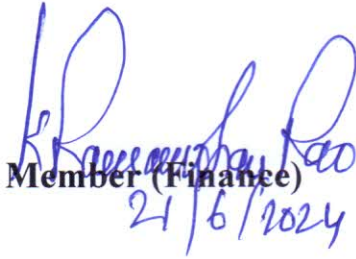


No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 21st day of June'2024.

 21/06/2024

CHAIRPERSON


Member (Finance)
21/6/2024


Member (Independent) 21/6/2024

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, 3rd Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

**The Secretary/Hon'ble APERC/Vidyut Niyantana Bhavan, Adjacent to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road, Kurnool-518002, State of Andhra Pradesh.
The Stock file.**

