

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

This 08th day of May' 2024

C.G.No.154/2023-24/Tirupati 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. K.Yellaiah, Reddy Street,
Pathapeta, Chandragiri (M), Tirupati District. Complainant

AND

1. Dy. Executive Engineer/O/Chandragiri
2. Executive Engineer/O/Tirupati (R) Respondents

This complaint came up for final hearing before this Forum through video conferencing on 07.05.2024 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 04.03.2024 at Chandragiri stating that they are residing at Reddy



Street in which they are facing low voltage problem and requested for rectification of the same.

- 02.** The said complaint was registered as C.G.No.154/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they have resolved the grievance of the complainant by erecting a separate DTR and thereby resolved the low voltage problem in the colony of the complainant. They have also submitted a letter dt: 07.05.2024 from the complainant reporting that their grievance was redressed by the respondents.
- 03.** Heard respondents through video conferencing. The complainant remained absent. The respondents subsequent to the complaint, erected a separate DTR and resolved the low voltage problem in the area of the complainant. The complainant when we contacted him by phone confirmed erection of DTR by the respondents and reported satisfaction about the steps taken by the respondents to resolve the low voltage problem in their area. He also confirmed that he issued satisfaction letter Dt.07.05.2024 and confirmed the contents of the said letter issued by him reporting that their problem was solved.



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 08th day of May'2024.

Vijay 08/05/2024
CHAIRPERSON

Ramesh Chandra Rao
Member (Finance)
08/05/2024

officer
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 Vidyut Ombudsman, 3rd Floor, Plot
No.38, Sriramachandra Nagar, Vijayawada-08.**

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

The Stock file.

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