

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

This 19th day of June' 2024

C.G.No.04/2024-25/Anantapur 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

Sri. M. Ashok Kumar, D.No. 2-1-445,
Bellary Road, Ramakrishnapuram, Near Syndicate Nagar,
Anantapur.

Complainant

AND

1. Dy. Executive Engineer/O/Anantapur (E)
 2. Executive Engineer/O/Anantapur
- Respondents

This complaint came up for final hearing before this Forum through video conferencing on 29.05.2024 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 stating that they are having service connection SC.No.7123125002308 to their house and that



- they are facing low voltage issue and they reported the same to the respondents but in vain.
02. The said complaint was registered as C.G.No.04/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they have diverted some domestic service connections including the service connection of the complainant from the existing 15KVA DTR to the nearby higher capacity single phase 16 KVA DTR which is underloaded in the residential area of the complainant and after load diversion the low voltage issue was resolved.
 03. Heard respondents through video conferencing. The complainant remained absent. When we contacted the complainant through phone, he admitted that the respondents shifted his service connection on to another DTR and resolved low voltage issue and thereby expressed his satisfaction about Redressal of his grievance by the respondents. Hence, 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.

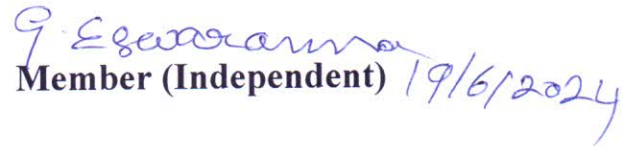
Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 19th day of June'2024.

 19/6/24

CHAIRPERSON


Member (Finance)
19/6/2024


Member (Technical)


Member (Independent) 19/6/2024

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.

