

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

This the 05th day of August' 2024

C.G.No.52/2024-25/ Kadapa 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

K. Satyanarayana, Housing Board,
Sanjeeva Sai Apartments, Plot No.304,
Opp. Taluka Office, Proddatur (M),
Kadapa District.

Complainant

AND

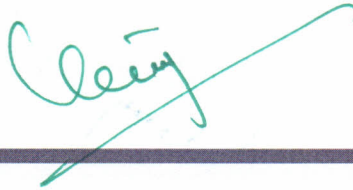
1. Dy. Executive Engineer/O/Proddatur
2. Executive Engineer/O/Proddatur

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 24.07.2024 in the presence of the respondents and the complainant remained absent and having considered the material placed by both the parties, this Forum passed the following:

ORDER


01. The complainant during the Vidyut Adalat conducted on 24.06.2024 at Proddatur filed the complaint stating that his household articles damaged due to low voltage problem and requested to resolve the low voltage problem.



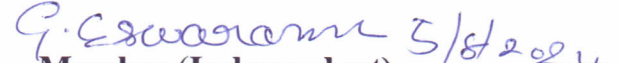
- 02.** The said complaint was registered as C.G.No.52/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint, they inspected the premises of the complainant and tested the quality of power of the service connection of the complainant and the service connections of the other consumers in the said locality and they found no low voltage problem and on verification of the internal wiring in the premises of the complainant, they noticed some defects and they advised the complainant to get the defects in the internal wiring rectified to solve the problem of low voltage in their premises.
- 03.** Complainant absent. Heard the respondents through video conferencing.
- 04.** According to the respondents due to defect in the internal wiring in the premises of the complainant the issue of low voltage occurred and as such it is the complainant who has to get the defects in internal wiring rectified. The complainant remained absent to rebut the contention of the respondents and as such we believe the version of the respondents and found no merits in the complaint. Accordingly, the complaint is dismissed. 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 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 05th day of August'2024.


Member (Finance)
05/08/2024


CHAIRPERSON
Member (Technical)


Member (Independent)
5/8/2024

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and All the Respondents

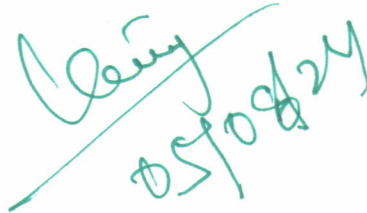
Copy Submitted to

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.


05/08/2024