

**CONSUMER GRIEVANCES REDRESSAL FORUM**  
**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,**  
**TIRUPATI**

**This 13<sup>th</sup> day of November' 2024**

**C.G.No.162/2024-25/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. A. Subba Reddy,  
West Street, Kaluvoya,  
Nellore District.

Complainant

***AND***

1. Superintending Engineer/O/Nellore
2. Dy. Executive Engineer/O/Rapur (Previoulsy GudurRurals)
3. Executive Engineer/O/Nellore Rurals      Respondents  
(Previously EE/O/Gudur )

This complaint came up for final hearing before this Forum through video conferencing on 12.11.2024 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

**ORDER**

- 01.** The complainant filed the complaint during the Vidyut Adalat conducted on 04.10.2024 at Kaluvoya stating that they are residing



in West street, Kaluvoya Village and they are facing low voltage problem and they need erection of additional transformer.

02. The said complaint was registered as C.G.No.162/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they are preparing the estimates for additional transformer and submit the same to the competent authority and after getting sanction, they would execute the work.
03. Heard respondents through video conferencing. Complainant remained absent. The respondents submit that they are preparing the estimates and submit the same to the competent authority and on getting the sanction of the estimate, they would execute the work and in the mean while they have taken steps to resolve the low voltage problem in the village. The complainant did not attend the enquiry to deny the statement of the respondents. The respondents are directed to take steps for installation of another transformer according to the requirement for permanent solvation of low voltage problem as early as possible under intimation to the Forum. Accordingly, the complaint is closed. There is no order as to costs.



04. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3<sup>rd</sup> 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 13<sup>th</sup> day of November'2024.

*Ching* 13/11/24  
CHAIRPERSON

*K. Ramesh Babu*  
Member (Finance)  
13/11/2024

*[Signature]* 13/11  
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, 3<sup>rd</sup> 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.

*Ching*