

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

This 07th day of December' 2024

C.G.No.167/2024-25/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. B. Pichhi Reddy, Kolavapalli (V),
Kaluvoya (M),
Nellore District. **Complainant**

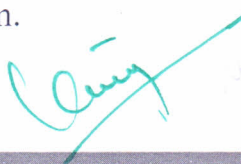
And

1. Superintending Engineer/O/Nellore
2. Dy. Executive Engineer/O/Rapur
3. Executive Engineer/O/Nellore Rurals **Respondents**

This complaint came up for final hearing before this Forum through video conferencing on 03.12.2024 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

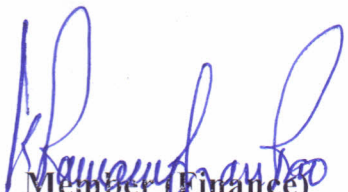
ORDER

01. The complainant filed the complaint during the Vidyut Adalat conducted on 04.10.2024 at Kaluvoya stating that in their village they are facing low voltage problem.



02. The said complaint was registered as C.G.No.167/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint, they replaced the existing DTR with another DTR and resolved the low voltage problem.
03. Heard respondents through video conferencing. Complainant remained absent. The respondents submit that subsequent to the complaint, they replaced the existing DTR with another DTR and resolved the low voltage problem. The complainant issued letter of satisfaction stating that the existing transformer is replaced with healthy DTR and thereby their low voltage problem is solved. Since the grievance of the complainant is redressed, 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, 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 07th day of December'2024.


Member (Finance)
07/12/2024


CHAIRPERSON


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/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.

Handwritten signature and date: 07/12/24