

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

This 06th day of September' 2024

C.G.No.34/2024-25/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)
Smt. G. Eswaramma	Member (Independent)

Between

Smt.V.M. Deivanayaki,
W/o. V.R. Mohan, Santhi Nagar,
Mannarpalur, Sullurpet, Nellore Dist.

Complainant

AND

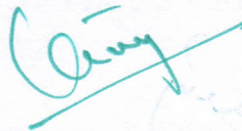
1. Dy. Executive Engineer/OSD/Sullurpet
2. Executive Engineer/O/Naidupeta

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 03.09.2024 in the presence of the complainant's husband and respondents and having considered the complaint and submissions of both the parties, this Forum passed the following:

ORDER

01. The complainant filed the complaint during the Vidyut Adalat conducted at Sullurpet on 21.06.2024 stating that in their



Santhipuram area they are facing low voltage problem and requested to provide additional DTR.

02. The said complaint was registered as C.G.No.34/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they inspected the area of the complainant on 22.06.2024 and found existing single phase and they have converted the same into 3-phase line and solved the low voltage problem.
03. Heard complainant's husband and respondents through video conferencing. Subsequent to the complaint, the respondents resolved the low voltage issue and redressed the grievance of the complainant. The husband of the complainant during the enquiry reported that their low voltage problem was solved and requested to close the complaint. Since the grievance of the complainant is redressed, this complaint can be closed as purpose served.
04. ***In the result***, the complaint is closed. There is no order as to costs.
05. The complainant is informed that if she is aggrieved by the order of the Forum, she 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 06th day of September'2024.

Ching
06/09/2024

CHAIRPERSON

[Signature]
Member (Finance)
06/09/2024

[Signature]
Member (Technical)

[Signature]
Member (Independent)

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 Nyantrana Bhavan, Adjacent to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road, Kurnool-518002, State of Andhra Pradesh.

The Stock file.

Ching
06/09/2024