

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

**This the 05<sup>th</sup> day of August' 2024**

**C.G.No.31/2024-25/Tirupati Circle**

**CHAIRPERSON**                      **Sri. V. Srinivasa Anjaneya Murthy**  
**Former Principal District Judge**

**Members Present**

<b>Sri. K. Ramamohan Rao</b>	<b>Member (Finance)</b>
<b>Sri. S.L. Anjani Kumar</b>	<b>Member (Technical)</b>
<b>Smt. G. Eswaramma</b>	<b>Member (Independent)</b>

***Between***

K. Nagaraju & Others,  
Balaji Nagar, Satyasai Nagar,  
Gokul Street, Madanapalli (M),  
Annamaiah District.

Complainant

***AND***

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

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 complainants remained absent and having considered the material placed by both the parties, this Forum passed the following:

**ORDER**

01. The complainants during the Vidyut Adalat conducted on 20.06.2024 at Madanapalli filed the complaint stating that they are suffering with low voltage problem in their area Balaji Nagar, Satyasai Nagar and Gokul

Street, that they are receiving current bill for excess charges, that they require additional transformers, additional electrical poles and three phase power supply.

02. The said complaint was registered as C.G.No.31/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they have inspected the DTR at Balaji Nagar, Satyasai Nagar, Gokul Street and service energy meters of the complainants on 27.06.2024 and found that voltage profile is good at DTR as well as at the end of the consumers and there is no low voltage/over load problem with the DTR and CC charges will not depend on voltage levels and depends upon consumption of power only, that all the services of the complainants are single phase in nature and if the complainants require conversion of their single phase connection into three phase, on their application and payment of necessary charges, single phase services will be converted into three phase.
03. Complainants absent. Heard the respondents through video conferencing.
04. According to the respondents the DTR is in good condition and there is no low voltage problem. Though the complainants complained that they are receiving bills for excess CC charges, they have not produced their CC charges bills and hence their contention about excess CC charges cannot



be believed. So far conversion of single phase services into three phase services is concerned, the complainants are advised to make an application with such a request by paying necessary charges according to the rules in vogue, on which the respondents will initiate action. Accordingly, the complaint is disposed of. 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, 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 05<sup>th</sup> day of August'2024.

*[Handwritten Signature]* 05/08/24

**CHAIRPERSON**

*[Handwritten Signature]*  
Member (Finance)  
05/08/2024

*[Handwritten Signature]*  
Member (Technical)

*[Handwritten Signature]* 5/8/2024  
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, 3<sup>rd</sup> Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.**

**The Secretary/Hon'ble APERC/Vidyut Niyantrana 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*  
*05/08/24*