

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

**This 03<sup>rd</sup> day of October' 2024**  
**C.G.No.65/2024-25/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***

Sri. R. Hari Prasad Reddy & Others,  
Mattapalli, Irala (M), Chittoor District.      Complainant

***AND***

1. Dy. Executive Engineer/O/Paipalli CCO  
2. Executive Engineer/O/Chittoor Rural      Respondents

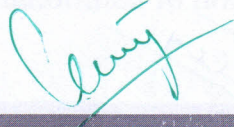
This complaint came up for final hearing before this Forum through video conferencing on 03.10.2024 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

**ORDER**

**01.** The complainant filed the complaint during Vidyut Adalat conducted at Paipalli on 04.07.2024 stating that they are residing in Mattapalli (V) and they are facing frequent low voltage problem and thereby requested for erection of additional DTR.



- 02.** The said complaint was registered as C.G.No.65/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that in order to solve the low voltage problem an additional 25 KVA DTR is to be erected and accordingly they prepared the estimate and submitted for sanction and as and when they receive the sanction order they will complete the work.
- 03.** Heard respondents through video conferencing. The respondents during the course of enquiry submit that they have erected an additional DTR and the low voltage problem is resolved. The complainant remained absent. When we contacted the complainant through phone, he reported that an additional DTR is erected and their low voltage problem is solved and requested to close the complaint as the purpose is served. Since the purpose of the complainant is served, 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

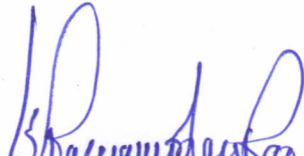






Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 03<sup>rd</sup> day of October'2024.

  
CHAIRPERSON

  
Member (Finance)  
03/10/24

  
Member (Technical)

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

The Stock file.

