

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

This 13th day of November' 2024

C.G.No.41/2024-25/Tirupati Circle(Previously 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. G.V. Madhav, Brahmin Street,
Near Ramalayam, Sullurpet (M),
Tirupati District.

Complainant

AND

1. Dy. Executive Engineer/O/Sullurpeta
 2. Executive Engineer/O/Naidupeta
- Respondents

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 21.06.2024 at Sullurpeta stating that they are residing



in Brahmin Street and they are facing low voltage problem in their area.

02. The said complaint was registered as C.G.No.41/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on receiving the complaint, they conducted field inspection and noticed that the existing conductor became old and hence they replaced the old conductor with new conductor and rectified the low voltage problem.
03. Heard respondents through video conferencing. Complainant remained absent. The complainant when contacted through phone stated that the respondents replaced the old conductor with new conductor and replaced the old wires and damaged poles and solved their low voltage problem and requested to close the complaint. The complainant also issued satisfaction letter reporting that his grievance is redressed. Since the grievance of the complainant was 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 13th day of November'2024.

Vijay 13/11/2024

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, 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.

Vijay