

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

This 06th day of May'2025
C.G.No.18/2025-26/Annamayya 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

Smt. K. Kalachandra & Others
Narayana Nellore (V) Penagalur (M),
Annamayya District.

Complainant

AND

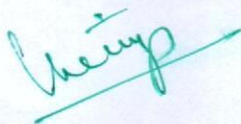
1. Superintending Engineer/O/Annamayya
2. Dy.Executive Engineer/O/ Chitvel
3. Executive Engineer/O/Rajampet

Respondents

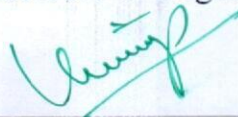
This complaint came up for final hearing before this Forum through video conferencing on 05.05.2025 in the presence of the respondents and complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

ORDER

01. The complainant filed the complaint during the Vidyut Adalat conducted on 10.04.2025 at Rajampet stating that in their village they are facing with low voltage problem and hence erection of additional DTR is required.



02. The said complaint was registered as C.G.No.18/2025-26 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on receiving the complaint they inspected the existing DTR in the village, tested the same and found that it is properly working and in good condition and there is no low voltage problem in the village and there is no need for erection of additional DTR.
03. Heard the respondents through video conferencing. The complainant remained absent. The respondents submit that on receiving the complaint they inspected the existing DTR in the village, tested the same and found that it is properly working and in good condition and there is no low voltage problem in the village and there is no need for erection of additional DTR. The complainant failed to attend the enquiry to deny the version of the respondents. Hence, accepting the version of the respondents, we find no merit in the complaint. Accordingly, complaint is dismissed. There is no order as to costs. The secretary of the Forum is instructed to forward a copy of this order to the complainant herein through whatsapp and Post.
04. 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.18.1 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 May'2025.

Chingp 06/05/2025
CHAIRPERSON

K. Ramaswamy Rao
Member (Finance)
06/05/2025

[Signature]
Member (Technical)

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant through whatsapp and Post

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

The Stock file.

Chingp 06/05/2025

