

**BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**OF SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED**  
**TIRUPATI**

**This the 21<sup>st</sup> day of July 2012**

**C.G.No:109/2012-13/Tirupati Circle**

*Present*

*Sri K. Paul*  
*Sri A.Venugopal*  
*Sri T.Rajeswara Rao*  
*Sri K. Rajendra Reddy*

*Chairperson*  
*Member (Accounts)*  
*Member (Legal)*  
*Member (Consumer Affairs)*

*Between*

Sri G.Sivasankara Prasad and Others  
DNo:10-15,  
Maruthinagar West,  
Near Collector Camp Office,  
Tirupati City,  
Chittoor-Dist.

Complainant

*And*

1. Assistant I Engineer/Operation/Rajivnagar  
2. Assistant Divisional Engineer/Operation/OSD-1/Tirupati  
3. Divisional Engineer/Operation/Town/Tirupati  
4. Superintending Engineer/Operation/Tirupati

Respondents

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Sri G.Sivasankara Prasad and Others residents of Maruthinagar West, DNo:10-15, Near Collector Camp Office, Tirupati City, Chittoor-Dist. herein called the complainants, in their complaint dt:5-6-2012 filed in the Forum on dt:5-6-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are residing in a small street adjacent to the collectors camp office at Maruthi nagar of Tirupati and they are facing low voltage problem in their street since long time.

2. This problem was persisting ever since the working of Sri Yellaiah as AE in that area.
3. The problem was represented to many officers, but was not cared for due to the low voltage problem the electrical appliances like fans, lights and air conditioners in their street are not working properly.
4. Requested to resolve their low voltage problem

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-1 i.e. the Assistant I Engineer/Operation/Rajivnagar in his written submission dt:16-6-2012 received in this office on dt: 28-6-2012 stated that:**

1. The existing collectorate SS Transformer is 315 KVA capacity which is located in west Muruthi Nagar, Rajiv Nagar section, Tirupati.
2. Previously the distribution transformer capacity was 250KVA to cater the loads of the area.
3. Due to over load another 100KVA distribution transformer was proposed for erection but due to the site problems the same was objected by the people of that area distribution transformer could not be erected since two years.
4. Hence the distribution transformer capacity was enhanced from 250KVA to 315 KVA.
5. Presently the 315 KVA is sufficient to cater the loads of that area and the tail end voltages are within satisfactory values.
6. Further it is also enquired about the complaint regarding the matter and the people of that area expressed satisfaction over the developments and given letter to that effect the copies of which are enclosed.

**Findings of the Forum:**

1. The grievance of the complainants is about the persisting of low voltage in their street since long time and left unattended even after repeated representations.
2. In accordance with the Guaranteed Standards of Performance the grievance being voltage fluctuations shall be rectified within 10 days from the date of the complaint where there is no involvement of expansion of network and within 120 days where there is involvement of network expansion/enhancement.
3. Here in this case the complaint though the complainants mentioned that the matter was referred several times earlier and was not cared for by the then officials but could not produce any evidence to that effect.
4. As such Forum feels that the complaint was made only on 5-6-2012 and was resolved by 16-6-2012 i.e. well within the stipulated period for the case involves enhancement of DTR capacity from 250 KVA to 315 KVA which was already done and requires 120 days.
5. The people of the area, through their letter dt: 20-6-2012 also expressed their satisfaction with the improvement done by the present officers herein the respondents in the long pending matter.
6. There is no deficiency of service on the part of the respondents and no compensation awarded.

In view of the above, the Forum passed the following order.

**ORDER**

“NO separate order need to be awarded”.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 21<sup>st</sup> day of July 2012.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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