

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

**This the 17<sup>th</sup> day of November 2012**

**C.G.No:167/2012-13/Ongole 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. M.Sesha Rao  
C/o Prasada Rao and 3 Others  
Reddy Nagar,  
Besthavaripeta Post & Mandal,  
Prakasam-Dist-523334.

Complainant

*And*

1. Assistant Engineer/Operation/Besthavaripeta
2. Assistant Divisional Engineer/Operation/Cumbum
3. Divisional Engineer/Operation/Markapuram
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri. M.Sesha Rao, C/o Prasada Rao and 3 Others resident of Reddy Nagar, Besthavaripeta Post & Mandal, Prakasam-Dist-523334. herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. They are residents and electrical consumers of Reddy Nagar in Besthavaripeta Village and Mandal of Prakasam-Dist.
2. There are two number rice mill loads connected on the distribution transformer SS-10 of Besthavaripeta apart from their domestic services.
3. They are facing low voltage problem because of the over loading of the transformer and requested for erection of one number 100KVA transformer additionally to overcome the low voltage problem.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/ Besthavaripeta in his written submission dt:08-10-2012 received in this office on dt:10-11-2012 stated that:**

1. An estimate for erection of one number 100KVA transformer additionally in the said area was already sanctioned vide sanction number T-2012-03-02-11-03-003 and also for conversion of 3 phase 3 wire to 3 phase 5 wire line, an estimate was sanctioned vide sanction number T-2012-03-02-11-03-006.
2. The material indent was submitted by the ADE/OPn/Cumbum for the above said works on 03-10-2012.
3. The work will be completed soon after getting the material allotment.

**Findings of the Forum:**

1. The grievance of the complainants is that they are suffering with low voltage in their area due to load growth on the existing 100KVA transformer on which two numbers industrial services for rice mills were also connected. Requested for erection of additional 100KVA transformer.
2. In accordance with the Guaranteed Standards of Performance low voltage problem is to be resolved within 120 days from the date of the complaint where there is requirement of upgradation of distribution system.
3. Here in this case the respondents felt the necessity of erecting additional 100KVA transformer in the said area of the complaint and got the necessary estimates sanctioned for the said work and the said work is to be completed by 10-01-2013 as the complaint was made on 11-09-2012 (120 days)
4. The respondents shall have to compensate the complainants @ Rs. 50/- to each consumer effected for each day of delay after 10-01-2013.

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

**ORDER**

