

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

**This the 31<sup>st</sup> day of December 2012**

**C.G.No:183/2012-13/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. Gande Rama Subbaiah  
C/o Kotaiah  
DNo:14/107., Sai Baba Nagar  
Yerragondapalem Village, Post & Mandal  
Prakasam-Dist.-523327

Complainant

***And***

1. Assistant Engineer/Operation/Y.Palem/Prakasam  
2. Assistant Divisional Engineer/Operation/ Y.Palem/ Prakasam  
3. Divisional Engineer/Operation/Markapuram  
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri. Gande Rama Subbaiah, C/o Kotaiah resident of DNo:14/107., Sai Baba Nagar Yerragondapalem Village, Post & Mandal, Prakasam-Dist.-523327 herein called the complainants, 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 have stated that

1. He is an agl. consumer under SS-6 of Yerragondapalem village in Prakasam-Dist.

2. The said above transformer is over loaded due to unauthorized connections resulting in suffering of real consumers facing low voltage problem and the motors are burning very frequently due to low voltage.
3. Requested for removal of the unauthorized services and rectify the low voltage problem for the genuine consumers.

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

**None of the respondents answered the grievance of the complainant.**

**Findings of the Forum:**

1. The Grievance of the complainant is that he is suffering with low voltage problem and frequent motors burnings due to over loading of the transformers by some unauthorized consumers stealing power.
2. The complainant is expressing that the said low voltage is only on account of the unauthorized services and hence the low voltage problem can be rectified by just simply removing the unauthorized without going for any improvement works like enhancement/ additional transformer erections and line conversions.
3. The respondents shall take initiative and see that the voltages to the complainants are improved as the said problem in accordance with the Guaranteed Standards of Performance is to be resolved within 10 days from the date of the complaint where there is no need of system upgradation/ expansion.
4. Here in this case the complaint was made on 14-09-2012 in the presence of the respondents during adalath at Y.Palem and hence should have been rectified by 22-09-2012 it self, but there is no response from the respondents in this regard.
5. The respondents are liable to compensate the complainant @ Rs.50/- for each day of delay beyond 24-09-2012 if the said low voltage problem is not rectified.

6. The compensation payable shall be arrived for the days counted from 25-09-2012 till the date of rectification of the low voltage problem.

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

**ORDER**

The respondents are directed that

1. They shall resolve the problem of low voltage duly removing the unauthorized services not later by 31-01-2013 if not done already.
2. The compensation payable shall be the amount equalent to the number of days counted from 25-09-2012 till the date of its rectification multiplied by Rs.50/- and shall be remitted to the consumers service not later by 09-02-2013.
3. Shall report compliance on the items 1 and 2 of the order above not later by 16-02-2013.

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 31<sup>st</sup> day of December 2012.

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
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**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.