

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

**This the 30<sup>th</sup> day of January 2013**

**C.G.No:199/2012-13/ Guntur Circle**

***Present***

***Sri K. Paul  
Sri A.Venugopal  
Sri T.Rajeswara Rao  
Vacant***

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

***Between***

Sri. Linga Pedda Nasaraiah  
C/o Nasaraiah & Others  
Mutukuru Village, Durgi Post & mandal,  
Guntur-Dist.

Complainant

***And***

1. Assistant Engineer/Operation/Durgi
2. Assistant Divisional Engineer/Operation/Macherla
3. Divisional Engineer/Operation/Macherla
4. Superintending Engineer/Operation/Guntur

Respondents

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Sri. Linga Pedda Nasaraiah, C/o Nasaraiah & Others Residents of Mutukuru Village, Durgi Post & mandal, Guntur-Dist herein called the complainants, in their complaint dt: 08-10-2012 filed in the Forum on dt: 08-10-2012 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 agl. consumers of Mutukuru village, Durgi Mandal in Guntur-Dist.
2. They are fed from one number 100KVA transformer and suffering with low voltage problem.

3. Requested to resolve their low voltage problem by erecting new transformer.

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

**The respondent-2, i.e. the Assistant Divisional Engineer/Operation/Macherla in his written submission dt:-10-01-2013 received in the Forum on dt:23-01-2013 stated that:**

1. The field was inspected and the additional 25 KVA new DTR under the 100KVA DTR for load relief and to improve tail end voltages was charged on 10-01-2013.
2. There by the tail end voltages were improved and the complaint was solved.

**Findings of the Forum:**

1. The grievance of the complainants is that they are suffering with low voltage in their residential area and requested for erection of additional transformer to meet the loads and to avoid interruptions.
2. In accordance with the Guaranteed Standards of Performance, low voltage problem shall be resolved with in 120 days from the date of the complaint where there is necessity of upgradation of distribution system.
3. Here in this case the complaint was made on 08-10-2012 and hence is to be resolved by 07-02-2013.
4. The respondents reported that one number 25KVA transformer was erected additionally under the said 100KVA existing transformer and was charged on 10-01-2013.

5. The respondents resolved the grievance well in advance of the due date and hence there is no deficiency of service on the part of the respondents and hence no compensation need to be allowed.
6. The main complainant also in his letter dt: 10-01-2013 affirmed the above and expressed his satisfaction with the voltage conditions with the new setup.

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

**ORDER**

**“No separate order need to be issued”.**

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 30<sup>th</sup> day of January 2013.

Sd/-  
**Member (Legal)**

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.