

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

**On this the 28<sup>th</sup> day of March 2013**

**C.G.No: 350/2012-13/Guntur Circle**

***Present***

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

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

***Between***

Sri. Boya Murali Krishna  
C/o Ramulu  
Nehru Nagar  
Macherla Post & Mandal  
Guntur-Dist

Petitioner

***And***

1. Assistant Engineer /Operation/Town/Macherla
2. Assistant Divisional Engineer/Operation/Macherla
3. Divisional Engineer/Operation/Macherla

Respondents

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Sri. Boya Murali Krishna, C/o Ramulu resident of Nehru Nagar, Macherla Post & Mandal, Guntur-Dist herein called the complainant, in his complaint dt:18-02-2013 filed in the Forum on dt:18-02-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is an agl. consumer with SCNo: 6011 at Nehru Nagar village of Macherla Mandal in Guntur-Dist.
2. His pump Motor could not run properly due to low voltage problem and his crops are getting dried up due to lack of water pumping.
3. Requested to solve the problem of low voltage.

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:20-03-2013, received in this office on 28-03-2013 stated that:**

1. He had inspected the complainant's service number 6011 on 10-03-2013 and noticed that the complainant's contention of low voltage to his service is genuine.
2. The above problem can be rectified by installing one number new distribution transformer at the said location.
3. Compliance report will be submitted after completion of erection of new DTR within the scheduled period

**Findings of the Forum:**

1. The grievance of the complainant is that his agl. pump is not running properly due to low voltage problem resulting in drying up of his crops totally and requested to resolve the problem of low voltage.
2. The respondent-2 i.e. the Assistant Divisional Engineer/Operation/ Macherla accepted that the said low voltage to the consumer's service is noticed during his inspection of the service 10-03-2013 and stated that the problem will be solved by erecting one number additional transformer with in the scheduled period.
3. The problem being low voltage i.e. voltage fluctuations in terms of Guaranteed Standards of Performance is to be resolved within 120 days from the date of the complaint where there is a requirement of the upgradation of the distribution system.
4. Herein this case the complaint was made on 18-02-2013 and hence is to be resolved not later by 18-06-2013.

5. The respondents are liable to compensate the complainant @ Rs.100/- for each day of delay beyond the above said date of 18-06-2013 if they fail to comply with.

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

**ORDER**

The respondents are directed that they

1. shall resolve the problem of low voltage to the complainant not later by 18-06-2013.
2. Shall remit an amount equal to the multiplication of Rs.100/- by the number of days delayed beyond 18-06-2013 till the date of its completion.
3. Shall report compliance on the items 1 and 2 above of the order within 7 days from the date of fulfilling the items 1 and 2 above as the case may be.

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 the 28<sup>th</sup> day of March 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.