

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

**This is the 28<sup>th</sup> day of March 2013**

**C.G.No:338/2012-13/Ongole Circle**

*Present*

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

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

*Between*

Sri. D.Someswara rao  
C/o Subramanyam  
Vasavinagar  
Kandukuru Post and Mandal  
Prakasam-Dist-523155

Complainant

*And*

1. Assistant Accounts Officer/ERO/Kandukuru
2. Assistant Engineer/Operation/Town/Kandukuru
3. Assistant Divisional Engineer/Operation/Town/Kandukuru

Respondents

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Sri. D.Someswara rao, C/o Subramanyam resident of Vasavinagar Kandukuru Post and Mandal Prakasam-Dist-523155 herein called the complainant, in his complaint dt:12-02-2013 filed in the Forum on dt:12-02-2013 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 a domestic consumer with SCNo: 63 at Vasavi nagar of Kandukuru town in Prakasam-dist.
2. Most of the consumer of the area are having air conditioners and they are suffering with low voltage problem.
3. He had suffered due to burning of his TV and bulbs.
4. Requested to rectify the low voltage problem.

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

**The respondent-2 i.e. the Assistant Engineer/Operation/Town/Kandukuru in his written submission dt:01-03-2013, received in this office on dt:19-03-2013 stated that:**

1. Sri D.Someswara Rao C/o Subramanyam, Vasavi Nagar has expressed his low voltage problem in Vasavi Nagar.
2. On 02-03-2013 he had prepared the estimate for enhancement of the existing 100KVA DTR with 160KVA DTR.
3. The work will also be taken up immediately.

**Findings of the Forum:**

1. The grievance of the complainant is that their residential area is crowded with Air conditioners and all the consumers are suffering with low voltage problem and requested to rectify the low voltage problem.
2. The respondent-2 i.e. the Assistant Engineer/Operation/Town/Kandukuru for the above reported that he had prepared an estimate for enhancement of the existing 100KVA DTR to 160 KVA to resolve the problem of low voltage and the work will be taken up immediately.
3. The grievance being low voltage shall be resolved within 120 days from the date of the complaint where there is necessity of system up-gradation in accordance with the Guaranteed Standards of Performance.
4. In this case the complaint was made on 12-02-2013 and hence is to be resolved by 12-06-2013.
5. As such the respondents shall resolve the problem of low voltage not later by 12-06-2013 failing which they are liable to compensate the complainants @ Rs.50/- to each consumer effected for each day beyond the due date i.e. 12-06-2013.

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

**ORDER**

The respondents are directed that they shall

1. Resolve the problem of low voltage by enhancement of the DTR capacity to 160 KVA as proposed by them or by adopting suitable methods not later by 12-06-2013.
2. Compensate the complainants @ Rs.50/- for each day counted from 12-06-2013 to the date of its completion to each consumer within 15 days from the date of resolution of the problem
3. Report compliance on the items 1 and 2 of the order above by 20-06-2013 or within 7 days from the date of resolving the problem if done earlier.

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.