

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

**On this the 17<sup>th</sup> day of May 2013**

**In C.G.No:01/ 2013-14/ Nellore Circle**

***Present***

***Sri K. Paul***  
***Sri A.Venugopal***  
***Sri T. Rajeswara Rao***  
***Sri A. Sateesh Kumar***

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

***Between***

Sri. Ganta Penchalaiah  
C/o Narasaiah  
Anakatta Harizanawada  
Sangam Post & Mandal,  
Nellore-Dist.

Complainant

***And***

1. Assistant Engineer/Operation/Sangam
2. Assistant Divisional Engineer/Operation/Buchireddypalem
3. Divisional Engineer/Operation/Kavali
4. Superintending Engineer/Operation/Nellore

Respondents

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Sri. Ganta Penchalaiah, C/o Narasaiah resident of Anakatta Harizanawada, Sangam Post & Mandal, Nellore-Dist. herein called the complainant, in his complaint dt:08-04-2013 filed in the Forum on dt:08-04-2013 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 one among 300 consumers of Sangam village, Harizanawada of Nellore-Dist.
2. The street lights and the tube lights in their houses are not glowing during night times normally due to low voltage problems and affecting the students studies and more over the area of their residence being situated on

the bank of Penna River, there is movement of poisonous snakes creating flutter in them.

3. On 24-10-2011 they have represented the matter before the AE and ADE /Buchireddypalem, but justice was not done.
4. Requested for erection of new transformer to over come the low voltage problem.

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

**The respondent-2 Assistant Divisional Engineer/C&O/Buchi Reddy Palem in his written submission dt:18-04-2013, received in this office on 20-04-2013 stated that:**

1. The said complainant has submitted his grievance regarding low voltage problem under SS1 (100KVA) of operation section Sangam. But none of the consumers of that area or our field staff have not expressed this low voltage problem and not intimated to this office previously (C&O Sub Division/ Buchi).
2. After receiving this grievance, immediately he had inspected the area under SS1 (100 KVA) and noticed that “these consumers are getting low voltage particularly in the month of April because of some traditional programmes conducted by the people in the existing temples and prayer halls at that time”.
3. Immediately they had prepared an estimate for erection of 1 No 63 KVA additional DTR under SS1/100KVA DTR and submitted to Divisional Engineer/Operation/Kavali. The estimate has been sanctioned vide letter No:T-2013-04-02-21-04-001 and the work was entrusted to the contractor. The additional DTR 63KVA will be charged with in a week to avoid further delay.

**Findings of the Forum:**

1. The grievance of the complainant is that he along with 300 other consumers are suffering with low voltage problem at Harizanawada of Sangam village & Mandal in Nellore-Dist and requested for resolving the problem of low voltage by erecting additional transformer.
2. The respondent-2 i.e. the ADE/C&O/Buchireddypalem reported that
  - i. the problem was never brought to his notice either by the residents or by his field staff earlier.
  - ii. immediately on notice, he inspected the area and learnt that the area is being fed by SS-1 100 KVA transformer and the said low voltage took place only in the month of April because of organizing some traditional programmes by the people in the temples and prayer halls at that time.
  - iii. he prepared an estimate for erection of one number 63KVA transformer additionally under SS-1 above the same was sanctioned and the transformer will be charged by the end of April 2013.
3. In accordance with the Guaranteed Standards of Performance, the problem of low voltage is to be resolved within 120 days from the date of the complaint where there is necessity of system up-gradation.
4. Though the complainant mentioned that the matter was reported to the AE and ADE, Buchireddipalem on 24-01-2011, they could not produce any evidence to that effect. Hence the date of complaint i.e, 08-04-2013 made in the Forum is considered as the date of first complaint.
5. As such, in this case the complaint was made on 08-04-2013 and hence is to be resolved not later by 08-06-2013.
6. But the respondents took speedy action and resolved the problem within 25 days much ahead of the target date by erecting the transformer and thus

the grievance is resolved to some extent, but however they shall report on charging the transformer and measuring the voltages for the level of satisfaction.

7. The complainant, in his letter dated 27-04-2013 addressed to the Forum and received on 03-05-2013, also during telephonic conversation on 03-05-2013, confirmed that the transformer was already erected and will again report after completion of the works in full shape

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

**ORDER**

The respondents are directed that they shall report the Forum compliance on the item above immediately on charging the transformer, but however it shall not be delayed beyond 08-06-2013 lest they have to compensate the complainants @ Rs..50/- to each consumer affected for each day of default.

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 17<sup>th</sup> day of May 2013.

Sd/-  
Member (Legal)

Sd/-  
Member (C.A)

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.