

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

**On this the 13<sup>th</sup> day of May 2013**

**In C.G.No:03/ 2013-14/ Vijayawada 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. N.Fathima and 22 Others  
Near Hero Honda Show Room  
Rythupeta Village  
Nandigama Post & Mandal  
Krishna-Dist-521185

Complainants

***And***

1. Assistant Accounts Officer/ERO/Nandigama  
2. Assistant Engineer/Operation/Town/Nandigama  
3. Assistant Divisional Engineer/Operation/ Nandigama  
4. Divisional Engineer/Operation/Rural/Vijayawada

Respondents

\* \* \*

Sri. N.Fathima and 22 others residents of the area Near Hero Honda Show Room, Rythupeta Village, Nandigama Post & Mandal, Krishna-Dist-521185 herein called the complainants, in their complaint dt:15-04-2013 filed in the Forum on dt:15-04-2013 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 suffering with low voltage problem for their street for the past four to five years and the matter was taken to the notice of the AE and the ADE concerned but is not solved so far.
2. Because of the above, some house-hold appliances were also burnt and one house was also caught fire in the month of January 2013.

3. Requested to provide a transformer for their street and resolve the problem of low voltage.

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

**The respondent-2 Assistant Engineer/Operation/Town/Nandigama in his written submission dt:25-05-2013, received in this office on 28-05-2013 stated that:**

1. One No. improvement estimate has been prepared and sanctioned vide (sanction No.T-2012-01-03-21-01-014 of AE/Opn/Nandigama town) for erection of 1No.100KVA DTR under SS-31 to solve low voltage problem at near hero Honda show room bazaar at Nandigama town. Now the work is under progress.

**Findings of the Forum:**

1. The grievance of the complainants is that they are suffering with low voltage in their area.
2. They took the matter to the notice of the AE and ADE concerned several times earlier, but their problem was not solved and sustained loss due to burning of houses and house-hold equipment, but they did not produce any evidence of such.
3. The respondents for the above, while accepting that there is a low voltage problem prevailing replied that they have prepared an estimate under improvements and got sanctioned for erection of one number 100KVA DTR under SS-31 to solve the low voltage problem and the said work is under progress.
4. In accordance with the Guaranteed Standards of Performance, the problem of low voltage termed as voltage fluctuations is to be resolved within 120 days from the date of the complaint where there is requirement of system network expansion.
5. Here in this case the complaint was made on 15-04-2013 for the first time and though the complainants mentioned that they have represented the matter

several times to the AE and ADE they have not produced any evidence to that effect.

6. As such the said work of resolving the low voltage problem is to be done within 120 days i.e. by 13-08-2013.
7. The respondents have already accepted that the said work is under progress and they have to resolve the problem of low voltage for the complainants not later by 13-08-2013

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 not later by 13-08-2013.
2. shall report compliance to the Forum on the above item-1 of the order by 20-08-2013.

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 13<sup>th</sup> day of June 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.