

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

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

**In C.G.No:45 / 2013-14/ Nellore Circle**

***Present***

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

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

**Between**

Sri. A.Venkatasubbaravindra  
C/o Venkata Ramanaiah  
Chiruguparu Agraharam village  
Chiruguparu Post., Naidupet Mandal  
Nellore-Dist-524421

Petitioner

***And***

1. Assistant Engineer/Operation/Rurals/Naidupeta  
2. Assistant Divisional Engineer/Operation/ Naidupeta  
3. Divisional Engineer/Operation/Rural/ Naidupeta  
4. Superintending Engineer/Operation/Nellore

Respondents

\* \* \*

Sri. A.Venkatasubbaravindra, C/o Venkata Ramanaiah resident of Chiruguparu Agraharam village, Chiruguparu Post., Naidupet Mandal, Nellore-Dist-524421 herein called the complainant, in his complaint dt:08-05-2013 filed in the Forum on dt:08-05-2013 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 consumer with SCNo:408 at Chigurupadu Agraharam of Naidupeta Mandal in Nellore-Dist.

2. There is low voltage persisting in their area under SS-4 transformer near ST colony due to over load and the fuses are glowing very frequently and also under SS-2 transformer there is over load and requires erection of additional transformers at both the places.
3. At some places the conductor was under gone theft and needs replacement.

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

**The respondent-1 Assistant Engineer/Operation/Rurals/Naidupeta in his written submission dt:06-06-2013, received in this office on 14-06-2013 stated that:**

1. The said SS-4 transformer is of 63 KVA capacity and the SS-2 is of 100 KVA capacity at Ciigurupadu village and the necessary estimates for providing of additional 25KVA DTRs under the existing transformers was submitted to the higher authorities on 04-06-2013 and the transformers will be erected soon on receipt of sanction.
2. New wire was provided in the missing portions on 26-05-2013 and hence this part of the grievance is resolved.

**Findings of the Forum:**

1. The grievance of the complainant is that there is low voltage persisting in their area under two number distribution transformers and requires erection of additional transformers to relieve over load from the existing and also there are certain spans with conductor missing requires stringing of new wire and requested to resolve both the problems above.
2. The respondents reported that the transformers under which the said low voltage persists are of 63KVA and 100KVA and they have

proposed erection of two numbers 25KVA transformers in addition to the existing and to relieve load and the subject is under process of sanction and will be completed shortly.

3. For the second grievance i.e. providing of wire in the missing portions, the respondents replied that the said work was already completed by 26-05-2013.
4. In accordance with the Guaranteed Standards of Performance the said problem of low voltage shall be resolved within 120 days from the date of the complaint duly erecting the two numbers transformers as proposed by the respondents.
5. Here in this case the complaint was made on 08-05-2013 and hence is to be resolved by 05-09-2013. The respondents shall have to compensate the complainant @ Rs.100/- for each delay of delay beyond the schedule date of 05-09-2013.

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 under both the transformers SS-2 and SS-4 of Chigurupadu village not later by 05-09-2013.
  2. Report compliance on the item-1 above not later by 12-09-2013.
  3. Remit an amount equal to the number of days counted from 06-09-2013 till the date of resolution of the problem of low voltage multiplied by Rs.50/- to the service/services opted by the complainant within 90 days from 05-09-2013 and report compliance in further week days
- 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 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.