

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

**On this the 14<sup>th</sup> day of June 2013**

**In C.G.No:54/ 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. Pernati Venkateswarlu  
C/o Guravaiah  
DNo:3-6-44,  
Naidupeta Town, Post & Mandal  
Nellore-Dist-524126

Complainant

***And***

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

Respondents

\* \* \*

Sri. Pernati Venkateswarlu, C/o Guravaiah resident of DNo:3-6-44, Naidupeta Town, Post & Mandal, Nellore-Dist-524126 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 resident of Naidupeta with SCNo: 2676.
2. They are suffering with low voltage in their area as the transformer is over loaded.
3. Requested to resolve the problem of low voltage.

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

**The respondent-1 Assistant Engineer/Operation/Town/Naidupeta in his written submission dt:NIL, received in this office on 25-05-2013 stated that:**

1. He inspected the Naidupeta SS-27, 250KVA distribution transformer, Naidupeta village. The distribution transformer earthing is poor, due to this earthing problem the consumer suffering from low voltage. The transformer re-earthing is done and rectified the problem of the consumer. Now the consumer's low voltage problem is rectified.

**Findings of the Forum:**

1. The grievance of the complainant is that low voltage problem is persisting in their area due to over loading of transformers and requested to resolve the problem.
2. The respondent-1 for the above replied that the complainant is a consumer in the area of SS-27 a 250KVA transformer at Naidupeta.
3. The said low voltage was resulted due to poor earthing of the transformer and problem is rectified by re-earthing.
4. In accordance with the Guaranteed Standards of Performance, low voltage problem termed as voltage fluctuations shall be resolved within 10 days of the complaint where there is no requirement of expansion/enhancement of the network involved and otherwise shall be completed within 120 days of the complaint.
5. Herein this case the cause of the complaint is simple renovation of earthing of the transformer and hence is to be done within 10 days of the complaint. The complaint was made on 08-05-2013 and problem was resolved by 25-05-2013 i.e. within 17 days of the complaint and hence there is delay of 7 days for

which the complainant is to be compensated @ Rs. 50/- for each day of default and the amount of compensation is Rs.350/-.

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

**ORDER**

The respondents are directed that they

1. Shall remit the amount of compensation Rs.350/- to the complainant's service within 90 days as per section 57(3) of Electricity Act 2003 from the date of this order.
2. Shall report compliance on the item-1 above of the order within further 7 days of such remittance.

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 14<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.