

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

**On this the 12<sup>th</sup> day of August 2013**

**In C.G.No: 95/ 2013-14/ Ongole 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. Sk.Rashul  
Secretary, TDP Minority Cell & Others  
Padamatipalem village & post,  
Podili town,  
Prakasam-Dist

Complainant

***And***

1. Assistant Engineer/Operation/Podili  
2. Assistant Divisional Engineer/Operation/Podili  
3. Divisional Engineer/Operation/Kanigiri  
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri. Sk.Rashul Secretary of TDP Minority Cell and Others Padamatipalem village & post, Podili town, Prakasam-Dist herein called the complainants, in their complaint dt:20-06-2013 filed in the Forum on dt:20-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that

1. They are residents of Padamatipalem area of Podili panchayathy and village of Prakasam-Dist.
2. The electrical lines in their area were laid above 20 years back with single phase and due to load growth in the area on account of up

coming new constructions of houses there is low voltage problem and they are facing troubles on its account.

3. The appliances like fans and water motors are not functioning properly.
4. Requested to provide three phase line in their area and resolve their problem of low voltage.

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

**The respondent-3, i.e. the Assistant Divisional Engineer/Operation/ Podili in his written submissions dt: 12-07-2013, received in this office on 24-07-2013 stated that:**

1. We have proposed to erect a new distribution transformer having capacity of 160 KVA to avoid low voltage packets in Padamatipalem of Podili town and the compliance report will be given after completion of the work.

**Findings of the Forum:**

1. The grievance of the complainant is that they are suffering with low voltage problem in their area due to single phase lines laid long back about 20 years old and requested to provide three phase line instead of the existing single phase in view of the load growth in their area.
2. The respondent-2 i.e. the ADE/Opn/Podili in his reply stated that he had proposed to erect a distribution transformer having capacity of 160KVA to avoid low voltage in Patamatipalem of Podili Town and soon on completion of the works the compliance will be given.
3. As such it is understood that the existence of low voltage in the said area is a fact admitted by the respondents and need erection of additional transformer to meet the loads, but it is also necessary to

convert a single phase lines into three phase lines to balance the loads on the transformer in the said area.

4. In accordance with the Guaranteed Standards of Performance, low voltage problem is termed as voltage fluctuations which is to be resolved within 120 days from the date of the complaint in cases of distribution system upgradation.
5. Here in this case the complaint was made on 19-06-2013 and hence is to be resolved not later by 17-10-2013.
6. The respondents shall have to compensate each of the complainant @ Rs.50/- to each consumer for each day of default beyond the said date of 17-10-2013, if the said grievance of the complainants is not resolved by.

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

### **ORDER**

The respondents are directed that

1. They shall resolve the problem of low voltage by adopting suitable methods economically as per the field conditions not later by 17-10-2013.
2. They shall remit an amount of Rs.50/- to each of the consumer's services herein the complainants for each day of delay beyond the said date of 17-10-2013, if the low voltage problem is not resolved by.
3. They shall report compliance on the items 1 and 2 above of the order within 7 days upon fulfillment of the items 1 and 2 above.

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 12<sup>th</sup> day of August 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.