

**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 April , 2015**

**In C.G.No:145/ 2014-15/Kadapa Circle**

***Present***

***Sri P.Venkateswara Prasad***  
***Sri A.Sreenivasula Reddy***  
***Sri T. Rajeswara Rao***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***

***Between***

Sri C.Sreenivas Reddy  
S/o C.Dharma Reddy  
Nagavaram  
Chitvel –Post Office  
Chitvel  
Kadapa – Dist  
516110

Complainant

***And***

1.Assistant Engineer/Rurals Kodur  
2. Assistant Divisional Engineer/Kodur  
3.Divisional Engineer/Rajampeta

Respondents

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Sri C.Sreenivas Reddy S/o C.Dharma Reddy is a resident of Nagavaram village,Chitvel – Post Office ,Chitvel Mandal, Kadapa- Dist. herein called the complainant, in his complaint dt:19-09-2014 filed in the Forum on dt:19-09-2014 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 resident of Nagavaram village, Chitvel – Post Office Chitvel Mandal ,Kadapa –Dist.

2. He lodged a complaint regarding the replacement of damaged cable and low voltage problem.

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

**The respondent -III i.e. the Assistant Engineer/Rural Section/Kodur in his written submission dt:24.01.2015, received in this office on dt:05.02.2015 stated that:**

1. He submits that C.Sreenivas Reddy S/o C.Dharma Reddy ,Nagavaram village had lodged complaint CGRF ,Tirupati regarding low voltage problem.
2. He Submits that the voltage problem solved by charging of single phase 16KVA Transformer on 16/1/2015 at Nagavaram and Replaced Damaged cable after obtaining sanction estimate vide sanction no :191/14-15,DE/O/Rajampeta.

**Findings of the Forum:**

1. During the vidyuth adalath conducted at Kodur Subdivision on 19.09.2014 by the Forum, Sri C.Sreenivas Reddy and Others of Nagavaram village made a complaint before the Forum stated that the Cable in between 3 poles are in worn out condition and also the existing two Transformers are overloaded and hence requested to replace the cable and arrange one no additional distribution transformer to cater to the loads.
2. The Respondents in their submission stated that one no 16 KVA DTR was erected on 16.01.2015 apart from replacing the damaged cable.
3. In accordance with Guaranteed Standards of performance as notified by the APERC vide Reg No 9/2013, the time standard fixed for erection of additional DTR to avoid voltage fluctuations is 120 days.

4. In the instant case the time limit of 120 days will expire by 18.01.2015, whereas the Respondents have completed the work on 16.01.2015, i.e before the due date.

**ORDER**

Since the Respondents have provided one no 16KVA additional DTR and replaced the damaged Cable within the stipulated period and redressed the grievance of the Complainants, the case is disposed off accordingly.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1<sup>st</sup> Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 28<sup>th</sup> day of April 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(Accounts)**

Sd/-  
**Chairperson**

**True Copy**

**Chairperson**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.