

**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 July , 2015**

**In C.G.No:156/ 2014-15/Kadapa Circle**

***Present***

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

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

***Between***

Sri B.Sasi Kumar Reddy  
S/o B.Raja Gopal Reddy  
RR Puram  
RRKPuram– Post Office  
Rly Kodur  
Kadapa – Dist  
516101

Complainant

***And***

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

Respondents

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Sri B.Sasikumar Reddy S/o B.Raja Gopal Reddy is a resident of RRPuram, – Post Office ,Rly Kodur 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 RR Puram village, RRKPuram – Post Office , Rly Kodur Mandal ,Kadapa –Dist with Sc.No:938.
2. He lodged a complaint regarding the low voltage problem.

C.G.No:156/2014-15/Kadapa Circle

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. Sri B.Sasi Kumar Reddy S/o B.Raja Gopal Reddy ,R.R.Puram has lodged complaint in the Hon'ble Forum for the Redressel of the consumer grievances,Tirupati regarding low voltage problem.
2. The low voltage problem solved by charging a single phase 16 KVA Transformer on 16/1/2015 after sanctioning the estimate vide WBS No:T-2014-06-03-21-02-020 DE/O/Rajampeta.

**Findings of the Forum:**

1. Sri B.Sasi Kumar Reddy of RR puram made a complaint before the Forum during the Vidyuth Adalath conducted at Kodur submission on 19.09.2014 stating that 80 services are existing in the distribution transformer and hence they are suffering from low voltage problem and requested to provide one.no.additonal DTR.
2. The Respondents in their submission stated that one.no 16 KVA single phase additional DTR was erected on 16.01.2015.
3. In accordance with Guaranteed Standards of performance as contemplated in Sl.No VI(ii) under service area of voltage fluctuations in regulation No.9/2013 the time standard allowed is 120 days for upgradation of distribution system .The stipulated period of 120 days will expire by 18.01.2015. whereas the Respondents have fulfilled the condition well before the stipulated period .

**ORDER**

Since the grievance of the complainant to provide One.No additional DTR to avoid low voltage problem in the distribution has been attended to by the respondents within the stipulated time Schedule in accordance with Regulation No.9/2013,the case is disposed off accordingly.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the day of 14<sup>th</sup> July 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.