

**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:160/ 2014-15/Kadapa Circle**

***Present***

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

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

***Between***

Sri E.Siddaiah and Others  
S/o E.Pedda Siddaiah  
D.No:24-60-2  
Ayyavaripalli  
K.Buduguntapalli –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 E.Siddaiah S/o E.Pedda Siddaiah and Others are resident of Ayyavaripalli village, K.Buduguntapalli – 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. They are resident of Ayyavaripalli village, K.Buduguntapalli – Post Office , Rly Kodur Mandal ,Kadapa –Dist.

CG.NO:160/2014-15/KADAPA CIRCLE

2. They lodged a complaint regarding the low voltage problem.

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

**The respondent -I 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 E.Siddaiah S/o E.Pedda Siddaiah D.No:24/60/2 and Others had lodged complaint regarding low voltage problem.
2. Actually the complainants are not having any authorized service.He had conducted raids for regulation of Unauthorised service in Ayyavaripalli HW,But they are not come forwarded. Soon After Regulation of Unauthorised services the additional transformer will be erected.

**Findings of the Forum:**

1. During the Vidyuth Adalath conducted at Kodur on 19.09.2014 by the Forum Sri E.Siddaiah and several others of Ayyavaripalli Arundhathiwada made a complaint before the Forum stating that there are 130 families residing in the colony and only one no Transformer is available and hence the fuses are frequently blowing off .They have requested to provide one more Transformer to avoid low voltage to their colony.
2. In his submission the Respondent no 1 has stated that the complainants are not having any authorised services and inspite of conducting raids by him colony people are not coming forward to regularize the services and soon after regularization of unauthorized services the additional Transformer will be provided.

3. When the Respondent No 2 is contacted overphone on 27.04.2015 at 10.15 AM, he has also clearly stated that the colony is not having any authorized services.
4. The Guaranteed Standards of performance will apply to the authorized consumers only and hence this Forum strongly support the action of the Respondents in not providing additional DTR to the unauthorized users of power.

### **ORDER**

The Complainants shall regularize their services by registering their names in the Call Centers after arranging payments as per the APERC Orders. The Respondents are hereby directed to conduct special ‘ Gramasabha ‘ for regularization of unauthorized services and create awareness among the colony people.

In the circumstances explained above the case is disallowed.

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.