

**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:161/ 2014-15/Kadapa Circle**

***Present***

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

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

***Between***

Sri S.Shankaraiah  
S/o S.Pullaiah  
D.No:1/43  
Gundalapalli  
Kodur Post – 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 S. Sankaraiah S/o S.Pullaiah is a resident of D.No:1/43 Gundalpalli village ,Kodur – 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 D.No:1-43 Gundalapalli village,Kodur Post,Rly Kodur , Kadapa – Dist with Sc.no:246.
2. He lodged a complaint regarding the low voltage problem.

CG.NO:161/2014-15/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 S.Shankaraiah S/o S.Pullaiiah D.No:1/43 Gundalapalli has lodged complaint in the Hon'ble Forum for the Redressal of the consumer grievances,Tirupati regarding low voltage problem.
2. The low voltage problem solved after by charging a single phase 16 KVA Transformer on 18/1/2015 at Gundalapalli after receiving sanctioning the estimate vide sanction no:189/14-15 from DE/O/Rajampeta.

**Findings of the Forum:**

1. During the Vidyuth Adalath held at Kodur Subdivision Office on 19.09.2014 by the Forum, Sri S.Shankaraiah of Gundalapalli village made a complaint before the Forum stating that the existing single phase transformer is catering to the entire village having 75 service connections and hence became overloaded and failing frequently and finally requested to provide additional Distribution Transformer to avoid low voltage.
2. The Respondents have responded properly and provided one no.additional 16 KVA Distribution Transformer on 18.01.2015.
3. In accordance with Guaranteed Standards of performance as contemplated in Sl.No VI(ii) under the service area of voltage fluctuations in regulation no 9/2013 , the time standard fixed for upgradation of distribution system is 120 days. Hence the stipulated period in the instant case falls on 18.01.2015.The Respondents have fulfilled the condition on the due date.The complainant overphone on dt:26.04.2015 has also confirmed the fact of providing additional Distribution Transformer on 18.01.2015.

**ORDER**

Since the grievance of the Complainant to provide additional Distribution Transformer in their village has been redressed by the Respondents on the Stipulated period, 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.