

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

**On this the 25<sup>th</sup> day of August 2015**

**In C.G.No:243/ 2014-15/Kurnool Circle**

*Present*

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

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

*Between*

Sri N.B.Thikkanna  
C/o Pakkirappa  
D.No:1-231  
Gonegandla  
Yemmiganur– Post office  
Kurnool- Dist  
518463

Complainant

**AND**

1.Assistant Engineer/Gonegandla  
2.Assistant Divisional Engineer/Yemmiganur  
3.Divisional Engineer/Adoni  
4.Superintending Engineer/Operation/Kurnool

Respondents

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Sri N.B.Thikkanna C/o Pakkirappa is a resident of D.No:1-231, Gonegandla , Yemmiganur - Post Office, Kurnool –Dist, here in called the complainant, In his complaint dt:16.03.2015 filed in the Forum on dt:16.03.2015 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:1-231, Gonegandla , Yemmiganur - Post Office, Kurnool – Dist.

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2. He had Agricultural land of 8 Acres in that two bores are there and to his and to his sons it is only main occupation , to his borewells he had Agricultural service no.s 581,1588. Since for 6 years there is no power supply problem .
3. But in 2009 power supply is given under Gonegandla SS, 6DP upto 60 meters.
4. Since 2009 he has been suffering with low voltage for his agricultural services as his services are at the tail end of the feeder .His Agricultural motors are burning frequently..
5. In the morning times the motors are not runned, only night times they will run.
6. So kindly sanction additional 25 KVA transformer and provide lightening in our lives.

**The respondent-2 i.e. the Assistant Divisional Engineer / O/APSPDCL/Yemmiganur in his written submission dt:01.04.2015, received in this office on dt:20.04.2015 stated that:**

1. Honouring to the notice issued under reference cited wherein it was instructed to submit written submission in response to the complaint filed by Sri .N.B.Thikkanna, C/o Pakirappa , Gonegandla towards Low voltage problem to ASC Nos , 581 & 1588 of Gonegandla , it is to submit that a proposal was submitted to the Division Office , Adoni vide Estimate No.T.2014-08-03-23-05-078 towards erection of 1 No .Addl.25 KVA DTR to avoid low voltage problem to the tail end consumers. The estimate was approved by the Competent Authority on 31.03.2015. The work will be taken up shortly after drawing Transformer and other materials from the Stores, Kurnool . Once the transformer is erected, the complainant will not have any low voltage problems.

2. Any instructions issued by the Hon'ble Chairperson/CGRF in this regard will be obeyed.

**Further The respondent-2 i.e. the Assistant Divisional Engineer / O/APSPDCL/Yemmiganur in his written submission dt:18.08.2015, received in this office on dt:20.08.2015 stated that:**

1. A notice was received from the Hon'ble CGRF regarding the complaint filed by Sri. N.B.Thikkanna C/o Pakkirappa, Gonegandla on low voltage and requesting for erection of additional 1 No.25 KVA DTR.
2. In the letter dated 08.08.2015 , the Additional Assistant Engineer concerned , has reported that the work pertaining to the above complaint was sanctioned vide WBS No:T-2014-08-03-23-05-078 and the work has been completed in all aspects such as erection of 1 No 25 KVA DTR , pole erection and line strining etc., by 07.08.2015. The low voltage problem to the AS No:581, and 1588 has been resolved.
3. The 3 phase 25 KVA DTR were drawn on 13.07.2015 however, certain matching materials such as AB switch , discs ,earth GI pipes , conductor which are essential for charging of DTR , were not available at the District stores/Kurnool due to which the work was delayed finally, the materials got available to the later date in the work was completed in all aspects on 07.08.2015.
4. This is for favour of information and further action please. Further it is requested to kindly drop the case No:243/2014-15.

### **Findings of the Forum**

1. Sri N.B. Thikkanna of Gonegandla village, Yemmiganur Mandal has lodged a complaint before the Forum on 16.03.2015 during the Vidyuth Adalth conducted  
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at Adoni . In his complaint , the complainant has informed since 2009 he has been suffering with low voltage for his Agricultural services 581 and 1588 as his services are at the tail end of the feeder. His agriculture motors are burning frequently due to inadequate voltage and hence finally requested to resolve his grievance.

2. The Respondent No 2 in his submission to the Forum vide his letter dated 18.08.2015 received in this office on 20.08.2015 has furnished that the low voltage problem of the complainant for his ASC's .581 and 1588 has been resolved by erecting 1.No 25 KVA additional DTR in the area duly stringing line on 07.08.2015 . He has also stated that though the DTR was drawn on 13.07.2015 , he could able to complete the works only 07.08.2015 due to non availability of matching material such as AB switch, disks , earth pipes and conductor.
3. In accordance with Sl No VI (ii) of voltage fluctuations under service area as contemplated in Schedule II Guaranteed Standards of performance and compensation to consumers in case of default vide Regulation No 9/2013 read with principal regulation No 7/2004 , the time standard fixed to redress the low voltage by upgradation of distribution system is 120 days . The time standard fixed will expire by 14.07.2015 . But the DTR was charged on 07.08.2015. The Respondent has certified that due to non availability of matching materials in the Stores he could not complete the works by 14.07.2015 . Hence considered the request and no compensation is awarded to the complainant.
4. The complainant during the course of tele conversation with Member Accounts CGRF at 3.05 PM on 24.08.2015 has affirmed the fact of erection of DTR and

conveyed his gratitude towards the Respondents in resolving his long pending grievance.

**ORDER**

Since the Respondents have redressed the grievance of the complainant by erecting one no DTR and further the complainant himself has expressed his happiness over the redressal of his grievance , 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 25<sup>th</sup> day of August 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.