

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

**On this the 21<sup>st</sup> day of August 2015**

**In C.G.No:202/ 2014-15/Nellore Circle**

*Present*

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

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

*Between*

Sri Domisetty Srinivasulu & Others  
C/o Subramanyam  
Near SBI  
Podalukur  
Nellore-Dist  
524345

Complainant

**AND**

1.Assistant Engineer/Podalukur  
2..Assistant Divisional Engineer/Podalukur  
3. Divisional Engineer/Nellore Rural  
4.Superintending Engineer/Operation/Nellore

Respondents

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Sri Domisetty Srinivasulu C/o Subramanyam & Others are resident Near SBI Podalukur ,Nellore -Dist, here in called the complainant, In their complaint dt:23.02.2015 filed in the Forum on dt:23.02.2015 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 near SBI Podalukur , Nellore- Dist.

2. In their village at Gram Panchayat office Transformer is over loaded due to that the fuses are frequently blowing off .They are facing problems in the night time especially.
3. So kindly erect one no additional transformer to avoid problems.

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

**The respondent-1 i.e. the Additional Assistant Engineer / O/APSPDCL/Podalukur in his written submission dt:21.07.2015, received in this office on dt:06.08.2015 stated that:**

1. The complaint was received from Sri D.Sreenivasulu , regarding extending low voltage during the adalath held at Podalukur on 23.02.2015.
2. In this connection , it is to submit that the consumer grievance was redressed duly taking steps to rectify defects such as tree cutting , load balancing etc., and the problem solved.

**Findings of the Forum**

1. Sri D.Sreenivasulu and 4 others of Podalukur have lodged a complaint before the Forum during the Vidyuth Adalath conducted there at Podalukur on 23.02.2015. In their complaint the complainants have stated that due to excess of loads in distribution tranfaormer located near Gram Panchayat office, fuses are often blowing off and hence requested to provide one number additional distribution transformer to avoid low voltage.
2. The Respondent No.1 i.e the AAE/O/Podalukur in his submission vide letter dated 21.07.2015 received in the Forum on 08.08.2015 has stated that the grievance of the consumer was redressed by taking steps to rectify defects such as tree cutting , load balancing etc., . The Respondent has not

mentioned the date of rectification. Other Respondents have not submitted any thing on this case.

3. In accordance with SL.No.VI voltage fluctuations under service area column as contemplated in schedule II Guaranteed standards of performance and compensation in case default vide Regulation No 9/2013 issued by Hon'ble APERC, the low voltage problem shall be resolved within 10 days if no expansion/enhancement of network involved . In the present case no expansion of network is involved as per the Respondents submission and hence it should have been redressed within 10 days from the date of complaint . Considering the difficulties in taking the line clearance during working days and the practice of maintenance of lines and substation during every second Saturday, it is felt that one month time is more than adequate for resolving the problem. But as could be seen from the letter of the Respondent dated 07.06.2015 to the complainant and acknowledged by the complainant it is understood that the problem was resolved on 06.06.2015.

The total number of days taken for resolving the issue is (From 24.02.2015 to 06.06.2015) 100 days the extra time taken that reckons for levy of compensation is (100-30) 70 days.

In accordance with Regulation 9/2013, compensation of Rs 50/- each consumer affected for each day of default shall be paid . Since 5 consumers are effected as per the complaint  $70 \times 5 \times 50 =$  Rs 17500/- is awarded is compensation.

**ORDER**

Since the low voltage problem of the complainants have been resolved by the Respondent with an abnormal delay of 70 days the regulation No 9/2013 envisages compensation of Rs 50/- to each consumer affected for each day of default, the Respondents are directed to

1. Pay the compensation of Rs 3500/- each of the complainant.
2. The compensation for all the 5 complainants shall be paid as per the procedure laid down by the licensee within 15 days from the date of receipt of order.
3. The fact of payment of compensation to the complainants shall be compliance reported within 30 days from the date of the order.

Accordingly the case is disposed off

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 21<sup>st</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.

