

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

**On this the 30<sup>th</sup> day of April 2015**

**In C.G.No:101/ 2014-15/Ongole Circle**

***Present***

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

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

***Between***

Sri B.Kalyan Singh and Others  
S/o Anantha Ramsingh  
D.No:1-203-A-25-D  
SC & BC Colony  
Markapur – Post Office  
Markapur  
Prakasam - Dist  
523316

Complainant

***AND***

1.Assistant Engineer/Markapur  
2.Assistant Divisional Engineer/ Markapur  
3.Divisional Engineer/Markapur

Respondents

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Sri B.Kalyan Singh and Others are resident of D.No : 1-203-A-25-D ,SC&BC Colony,Markapur – Post Office, Markapur Mandal , Prakasm – Dist, herein called the complainant, In their complaint dt:18-08-2014 filed in the Forum on dt: 18-08-2014 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 residents of D.No:1-203A-25-D,SC & BC Colony,Markapur – Post Office, Markapur Mandal, Prakasam – Dist.

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2. In their colony they are facing problems due to the low voltage. The electrical lines are loose and accidents may occur.
3. He requested to change the single phase three lines to three phase line and to erect a intermediate pole to avoid loose of lines and rectify the low voltage problems..

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

**The respondent-I & II & III i.e. the Additional Assistant Engineer, Assistant Divisional Engineer, Divisional Engineer / Operation /Markapur in their combined written submission dt:31.03.2015, received in this office on dt:08.04.2015 stated that:**

1. The conversion of Single Phase 3 wire line into 3 Phase 5 wire line and inserting of pole for loose spans was completed on 27.09.2014. W.B.S.No. T – 2014-03-02-10-01-026.

**Findings of the Forum:**

1. During the Vidyuth Adalath conducted at Markapur on 18.08.2014 by the Forum, Sri B.Kalyan Singh and several others residing in Ward no of Markapur SC and BC colony represented before the Forum to solve the low voltage problem they are facing and also expressed their apprehension that the loose lines may harm them at any time and finally requested to resolve their issues.
2. The Respondents 1 ,2 &3 in their common submission have stated that they have converted the existing single phase 3 wire line into 3 phase 5 wire line and provided insertion of poles for loose spans and hence the grievance is fully resolved on 27.09.2014.
3. When the Forum had a teleconversation with the Complainant on 27.04.2015 at 5.15 PM to the mobile no 9440308506, the Complainant Sri B.KalyanSingh has

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expressed his gratitude towards the Respondents in resolving the long pending issue.

4. In accordance with Guaranteed Standards of performance as contemplated in Sl.No VI (ii) of schedule II under service area of Regulation No 9/2013, the Time Standard fixed for resolving the voltage fluctuations when up gradation of distribution systems is required is 120 days.
5. In the instant case the due date as per the time standard of 120 days falls on 16.12.2014, but the Respondents have redressed the grievance on 27.09.2014 only.

#### ORDER

Since the long pending problem of the Complainants has been resolved by the Respondents well within the time standard fixed by the Hon'ble APERC, 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 30<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.

