

**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 March 2015**

**In C.G.No:106/ 2014-15/Ongole Circle**

***Present***

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

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***  
***Member (Consumer Affairs)***

***Between***

Sri Shaik Rafi  
S/o Shaik Ismail  
Urban Colony  
Giddalur  
Giddalur – Post Office  
Giddalur  
Prakasam - Dist

Complainant

***AND***

1.Assistant Engineer /Giddalur  
2.Assistant Divisional Engineer/Giddalur  
3.Divisional Engineer/Markapur  
4.Superintending Engineer/Operation/Ongole

Respondents

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Sri Shaik Rafi S/o Shaik Ismail ,Urban Colony, Giddalur , Prakasam - Dist. herein called the complainant, In his 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. He is a resident of urban colony , Giddalur , Prakasam –Dist. With  
Sc.No:7450.
2. In his house and in surrounding area houses are suffering from low  
voltage problem.

3. Due to the low voltage the transformer fuses are blowing off and interruption of power supply.
4. So Kindly rectify the problem of low voltage supply.

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

**The respondent-I i.e. the Assistant Engineer /Operation/Giddalur in written submission dt: 11.03.2015, received in this office on dt:18.03.2015 stated that:**

1. The consumer stated that for his house service connection and for all services in his bazaar are suffering from frequent power supply interruption and to provide uninterrupted power supply.
2. He prepared an Improvement 100 KVA DTR estimate vide WBS Element No. |T-2013-03-02-41-01-010 and the 100 KVA DTR drawn from stores and the DTR was charged on 20.09.2014 and now there is no over load problem or no section fuses blowing off problem or no low voltage problem.
3. He enquired the complainant and discussed about their work to solve the low voltage problem. The complainant satisfied with work and given a statement expressing his satisfaction .The letter is enclosed.

**Findings of the Forum:**

1. During the Special Vidyuth Adalath conducted by the Forum at Giddalur on 18.08.2014, Sri Shaik Rafi resident of urban colony , Giddalur having SC No 7450 made a complaint stating that due to low voltage problem they are suffering a lot and fuses are blowing off and requested to rectify the problem.
2. The Respondents on receipt of notice from the Forum have promptly responded and erected on additional DTR of 100 KVA on 20.09.2014 after following the departmental procedures.

3. After erection of additional DTR, the low voltage problem has been resolved and there are no power failures due to blowing off fuses.
4. The Complainant in his letter has expressed his satisfaction over the work of Respondents in resolving the low voltage problem.
5. In accordance with the Guaranteed Standards of performance as contemplated in S.No VI(ii) of Annexure II enclosed to the regulation No:9/2013 issued by the APERC, the voltage fluctuations by upgradation of distribution system is to be resolved within 120 days of the complaint. In this instant case the complaint was registered on 18.08.2014 and the stipulated time of 120 days will expire by 16.12.2014, but the Respondents have resolved the issue on 20.09.2014 i.e., well within the due date .

**ORDER**

Since the grievance of the complainant has been resolved by the Respondents within the stipulated time limit prescribed in the Guaranteed Standards of performance the case is allowed and 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 25<sup>th</sup> day of March, 2015.

Sd/-	Sd/-	Sd/-	Sd/-
<b>Member(Legal)</b>	<b>Member(C.A)</b>	<b>Member(Accounts)</b>	<b>Chairperson</b>

**True Copy**

**Chairperson**

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter