

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

On this the 26th day of June 2014

In C.G.No:26/ 2014-15/Guntur Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Satish Kumar

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

Between

Sri T.V.S.Prasad
C/o T.Narasimha Rao & Others
DNo:7-25-11,
Ganganammappeta,
Gaddamvari veechi Post,
Tenali
Guntur-Dist

Complainant

And

1. Assistant Engineer/Operation/D-3/Tenali
2. Assistant Divisional Engineer/Operation/Town/Tenali
3. Divisional Engineer/Operation/Tenali
4. Superintending Engineer/Operation/Guntur

Respondents

Sri T.V.S.Prasad, C/o T.Narasimha Rao and others resident of DNo:7-25-11, Ganganammappeta, Gaddamvari veechi Post, Tenali, Guntur-Dist herein called the complainant, in his complaint dt:23-05-2014 filed in the Forum on dt:23-05-2014 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 and domestic consumers at Gaddamvari street in Ganganammappeta of Tenali Town.
2. They are suffering with voltage fluctuations in their street and requested to rectify the defect.

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

The respondent-1 i.e. the Assistant Engineer/Operation/D-3/Tenali in his written submission dt:05-06-2014, received in this office on 07-06-2014 stated that:

1. The complainant of Sri T.V.S.Prasad of Gaddam vari street, Ganganammabet, Tenali represented for low voltage at their street. On 27-05-2014 he had inspected the said location and observed that the said street supply feeding from SS-19 (160KVA) which is getting low voltage due to Tail end of the location No.19/A3/4. The adjacent pole location No. 19/B2/3 is connected to the nearest to the transformer. Hence the existing pole jumpers is connected to the near by pole of location No.19/B2/3 and observed that the supply is found normal. Hence the low voltage problem rectified.

Findings of the Forum:

1. The grievance of the complainants is that they are suffering with voltage fluctuations in their residential area and requested to rectify the same.
2. The respondent-1 i.e. the AE/Opn/D-3/Tenali in his reply to the above stated that On 27-05-2014 he had inspected the said location and observed that the said street supply feeding from SS-19 (160KVA) which is getting low voltage due to Tail end of the location No.19/A3/4. The adjacent pole location No. 19/B2/3 is connected to the nearest to the transformer. Hence the existing pole jumpers is connected to the near by pole of location No.19/B2/3 and observed that the supply is found normal. Hence the low voltage problem rectified.
3. The respondent duly accepting the existence of low voltage to the consumers being connected at the tail end of the feeder and hence had taken appropriate action by tagging on the line to the nearest other

transformer by altering the jumpers and noted the supply to be normal thus the grievance is resolved.

In view of the above, the Forum passed the following order.

ORDER

No separate order need to be issued.

Accordingly the case is allowed in full and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st 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 26th day of June 2014.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

To
The Complainant
The Respondents
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.