

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

**On this the 26<sup>th</sup> day of June 2014**

**In C.G.No:28/ 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 G.Sree Sai Hare Ram  
C/o Suryanarayana  
DNo:7-16-22, Nalamvari street,  
Ganganammappeta Post & Mandal,  
Tenali Town,  
Guntur-Dist-522202

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 G.Sree Sai Hare Ram, C/o Suryanarayana resident of DNo:7-16-22, Nalamvari street, Ganganammappeta Post & Mandal, Tenali Town, Guntur-Dist-522202 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. He is a domestic consumer with SCNo.1211301027808 at Nalamvari street, Ganganammappeta, Tenali Town of Guntur-Dist and is suffering with low voltage problem and requested to rectify the same.

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 dt:07-06-2014 stated that:**

1. The complainant of Sri. G.Sree Sai Hare Ram, Nalem Vari Street, Ganganammappeta, Tenali reported for low voltage problem at their street. On 27-05-2014 he had inspected the said location and observed that the existing line is feeding from Tenali SS-19(160KVA), which is getting low voltage at Tail end during peak hours. Some of the line (Two spans) in the said street transferred to adjacent DTR Tenali SS-271 and found that voltage improved as 223 volts. Now the low voltage problem is rectified.

**Findings of the Forum:**

1. The grievance of the complainant is that he is suffering with low voltage problem at his residence and requested for its rectification.
2. The respondent-1 i.e. the AE/Opn/D-3/Tenali in his reply to the above stated that he had inspected the location on 27-05-2014 and observed that the said low voltage during peak hours is on account of the service existing at the tail end of the feeder under SS-19 a 160KVA transformer. A part of the line in the said street had been transferred to a adjacent DTR SS-271 Tenali and noted that the voltage was improved to 223 volts and thus the low voltage problem is rectified.
3. Though the respondent mentioned that the voltage measured was 223 volts and felt that the problem is rectified, as per the Guaranteed Standards of Performance. The voltage at single phase shall be + or - 6% of 240 volts i.e. not less than 226 volts where as it was mentioned as 223 only which is below the rated and hence it cannot be declared that the low voltage problem is rectified in full.
4. In accordance with the Guaranteed Standards of Performance voltage fluctuations shall be resolved within 120 days from the date of the

complaint where there is requirement of system expansion/enhancement.

Since the complaint was made on 23-05-2014 in this case

the problem is to be resolved not later by 20-09-2014.

5. The respondents shall have to compensate the complainant @ Rs.200/- for each day beyond the said date of 20-09-2014 till it is resolved.
6. The respondents shall take appropriate steps to raise the voltage at the consumer end to the rated of 240 volts +/- 6% and shall report compliance with the readings measured during peak load hours.

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

### **ORDER**

The respondents are directed that they

1. shall resolve the problem of voltage fluctuations for the complainant not later by 20-09-2014.
2. shall compensate the complainant @ Rs.200/- for each day counted from 21-09-2014 till the date of its resolution.
3. shall report compliance on the items 1 and 2 above as applicable within 7 days from the date of fulfillment of the activity.

Accordingly the case is allowed in full and disposed off

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 26<sup>th</sup> 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.