

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

This the 12th day of October 2012

C.G.No:101/2012-13/ Tirupati Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy

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

Between

Sri. S.Chengalraya Reddy
C/o S.Ananda Reddy
Cherlopalli Village., Kothakota Post,
Puthalapattu Mandal,
Chittoor-Dist

Complainants

And

1. Assistant Engineer/Operation/Puthalapattu
2. Assistant Divisional Engineer/Operation/Rurals-II/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. S.Chengalraya Reddy, C/o S.Ananda Reddy resident of Cherlopalli Village., Kothakota Post, Puthalapattu Mandal, Chittoor-Dist herein called the complainants, in his complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an agl. consumer of Chavatapalli village in Puthalapattu mandal of Chittoor-Dist.
2. The lines near hotel Sky Bird on the high way from Chittoor to Tirupati near by Chavatapalli are very loose.

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3. Low voltage is prevailing and resulting in burning of their motors causing inconvenience to the agl. consumers of Chavatapalli and the same matter was earlier putforth before the regulatory commission during hearing at Tirupati.
4. The AE at that time expressed that the transformer will be replaced within a month, but had not taken any action.
5. Requested for resolving for their problem of low voltage.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submissions dt:18-6-2012 received in this office on dt:23-08-2012 stated that

1. He had inspected the location and prepared an estimate for providing of addl 25KVA DTR and the same was submitted to the DE/Opn/Chittoor the respondent-3 in this case.
2. The work will be completed soon on its sanction.

Findings of the Forum:

1. The grievance of the complainant is that he along with some other agl. consumer of his village are suffering from low voltage and the motors are burning frequently causing loss.
2. The other grievance submitted by the complainant is that the lines are loose besides the high way from Chittoor to Tirupati near a hotel namely Sky Bird.
3. The respondent-1 duly accepting the prevailing low voltage at the village Chavatapalli had proposed for erection of one number 25KVA transformer

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additionally to over come the low voltage and submitted the estimate to the respondent-3 for sanction, but he did not make a mention about the other complaint with regards to loose lines near the said hotel.

4. The main grievance being low voltage shall be resolved within 120 days from the date of the complaint in accordance with the Guaranteed Standards of the Performance.
5. Since the respondents accepted the low voltage and the complaint was made on 23-5-2012 they are supposed to resolve the problem by 22-9-2012 as per the standards.
6. But here in this case it appears that the grievance is not yet resolved and the respondents are liable to compensate the complainant @ Rs 100/- for each day of default beyond 22-9-2012.

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

ORDER

The respondents are directed that

1. They shall complete the work of erecting the additional transformer not later by 31-10-2012.
2. They shall remit the amount of compensation Rs 3900/- for 39 days @ Rs 100 /- for each day of default provided that the work is completed by 31-10-2012 or otherwise shall remit an amount equal to the product of the number of days and Rs 100/- till the date of its completion within 7 days of completion of the said work.
3. They shall rectify the loose lines near the hotel mentioned by the complainant not later by 31-10-2012.

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4. They shall report compliance within 7 days of completion of the said works at items 1 and 3 above of the order and the remittance.
5. The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with the items 1 to 3 of the order above.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 12th day of October 2012.

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 submitted to the Honourable Ombudsman, APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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