

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

**This the 21<sup>st</sup> day of July 2012**

**C.G.No:106/2012-13/Ongole 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 K.Sivalingaiah  
DNo:33-1-62., TVP Street,  
Ongole Town & Post,  
Prakasam-Dist

Complainant

*And*

1. Assistant I Engineer/Operation/D-2/Ongole
2. Assistant Divisional Engineer/Operation/Town/Ongole
3. Divisional Engineer/Operation/Ongole

Respondents

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Sri K.Sivalingaiah resident of DNo:33-1-62., TVP Street, Ongole Town & Post, Prakasam-Dist herein called the complainant, in his complaint dt:25-5-2012 filed in the Forum on dt:25-5-2012 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 having electrical service connection with SCNo: 435331002414 in the name of Sri E.Subbaiah at DNo: 33-1-62, SVP. Street of Ongole town in Prakasam-Dist.
2. The power supply to his above service is interrupted many times automatically from the pole due to loose contact, while the supply for the surrounded houses was normal.

3. Many times he made the complaint in fuse of call office about the above problem, but was not rectified permanently till to date.
4. Especially the period of complaint being summer becoming very difficult to live with non continuous power supply.
5. Requested for rectification of the defects and avoid further disturbances in power supply in future.

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

**The respondent-1 i.e. the Assistant I Engineer/Operation/D-2/Ongole in his written submission dt:13-7-2012 received in this office on dt:18-7-2012 stated that:**

1. He inspected the premises of the SCNo: 43533102414, slab service on 29-5-2012 in D-2 section, Ongole and he observed that the consumer is utilizing the service for domestic purpose.
2. As per the complaint it is observed that the supply is intermittent to the HSC No: 43533102414.
3. On detailed enquiry, it was noticed that the consumer felt inconvenience due to fuse off call and made complaint in call centre on 24-02-2012 and the O&M staff Sri. D.Koteswara Rao has attended the complaint.
4. Repeatedly the consumer felt inconvenience due to fuse of call and complaint at call centre on 23-3-2012 and again the staff Sri. D.Koteswara Rao has attended the complaint and then the consumer Sri.K.Sivalingaiah being a retired Government officer appraised the departmental staff and him too with his fulfillment.
5. As he inspected the service personally as the case is complaint to the honourable Chairman/CGRF, the consumer has issued the concerned letter regarding the complaint and now no such defect is noticed in that premises.

6. The complainant written statement is here with enclosed.
7. So the SC.No:43533102414 is utilizing supply till to date without any inconvenience and no objections from consumer side.

**Findings of the Forum:**

1. The grievance of the complainant is about the discontinuance of supply to his service due to loose contact at the pole which was left unsolved even after repeated complaints made in the customer service centre.
2. The grievance is classified as normal fuse off call in the schedule –II of Guaranteed Standards of Performance and is to be resolved within 4 working hours in towns and cities and within 12 working hours in rural areas.
3. But here in this case though the complainant mentioned that he represented the matter several times through his complaints at fuse off call office, he could not produce any evidence to that effect.
4. The respondents reported that the complainant's service is a domestic service and the consumer felt inconvenience due to fuse off call which was attended by Sri D.Koteswara Rao, O&M staff for the complaint made on 24-2-2012.
5. The complainant again made a complaint on 23-3-2012 which was again attended by the same person Sri D.Koteswara Rao upon which the complainant expressed his satisfaction and fulfillment with the services rendered and issued a letter to that effect.
6. Thus the respondents agreed that the complaint was made twice i.e. on 24-2-2012 and 23-3-2012 i.e. with a gap of one month and the complaint was permanently resolved on the second complaint i.e. 23-3-2012.
7. There is no record for referring the matter in accordance with the Guaranteed Standards of Performance and hence the delay in attending the fuse off call

and the deficiency of services there of could not be judged and hence no compensation is awarded.

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

**ORDER**

“No separate order need to be issued”.

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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 21<sup>st</sup> day of July 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.