

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

This the 20th day of October 2012

C.G.No:164/2012-13/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 Y.Venkata Rao & Others,
Hazarathgudem Village & Post,
Cumbum Mandal,
Prakasam-Dist.

Complainant

And

1. Assistant Engineer/Operation/Cumbum
2. Assistant Divisional Engineer/Operation/Cumbum
3. Divisional Engineer/Operation/Markapuram
4. Superintending Engineer/Operation/Ongole

Respondents

Sri Y.Venkata Rao & Others Residents of Hazarathgudem Village & Post, Cumbum Mandal, Prakasam-Dist. herein called the complainants, in their complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are domestic consumers of Hazrath gudem village of Cumbum Mandal in Prakasam district.
2. They are suffering with low voltage problem for their houses and reported the matter to the ADE who inturn got an estimate sanction for enhancement for the transformer capacity to the DE/OPn/Markapur.
3. Requested for resolving their low voltage problem by erection of the transformer.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Cumbum in his written submission dt: 28-9-2012 received in this office on dt: 11-10-2012 stated that:

1. The complainants are the residents of Hazarath Gudem Village of Cumbum mandal under fed from SS-1 a 63 KVA transformer.
2. They have provided for an additional 63KVA transformer for the village through an estimate which was sanctioned and the material allotment was sought by the ADE/Opn/Cumbum in his letter dated :25-09-2012.
3. The major materials of the estimate are 1080 meters of conductor and 1 number 63 KVA transformer which are to be allotted by the SE/Opn/Ongole.
4. Soon on receipt of the materials the said work will be completed and the voltage problem is solved.

Findings of the Forum:

1. The grievance of the complainants is about prevailing low voltage to their residential area and was left unsolved though the matter was brought to the notice of the ADE earlier.
2. Though the complainants mentioned that the matter was reported earlier to the ADE, there is no proof to that effect, but however as stated by the respondent-1 that the estimate was already sanctioned it is construed that there was an earlier report, but the date is not known.
3. The letter of allotment was sent to the higher authorities only after the complaint made by the complainants in the Forum on 14-09-2012.
4. The SE/Opn/Ongole who is the authority for allotment of materials for the said work and respondent-4 in this case are not putforth his deposition before the Forum which constitutes irresponsibility and careless towards the grievances of the consumers.

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

ORDER

The respondents are directed that

1. They shall resolve the problem of low voltage not later by 13-01-2013 failing which they are liable to compensate the complainants @ Rs 50/- per day of default to each consumer effected.
2. They shall report compliance on the item-1 above by 23-01-2013.

The complainants are advised that they may report the matter to the Forum in case the respondents fail to comply with the item-1 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 20th 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.