

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

This the 17th day of November 2012

C.G.No:166/2012-13/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. P.Salman Khan

S/o Azmir Khan

Besthavaripeta Islampeta,

Besthavaripeta Post & Mandal,

Prakasam-Dist-523334

Complainant

And

1. Assistant Engineer/Operation/Besthavaripeta

2. Assistant Divisional Engineer/Operation/Cumbum

3. Divisional Engineer/Operation/Markapuram

Respondents

Sri. P.Salman Khan, S/o Azmir Khan, resident of Islampeta, Besthavaripeta Post & Mandal, Prakasam-Dist-523334 herein called the complainant, in his 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 had stated that

1. He is a consumer of Islampeta area of Besthavaripeta village in Praksam-Dist.
2. He is suffering with low voltage problem in their area and the matter was brought to the notice of the local electrical officers.
3. The said officers erected poles and constructed the plinth, but the transformer is not erected so far.
4. Requested for erection of the transformer and resolve the problem of the low voltage.

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

The respondent-1 i.e. the Assistant Engineer/Operation/ Besthavaripeta in his written submission dt:08-10-2012 received in this office on dt:10-11-2012 stated that:

1. He had prepared an estimate for erection of one number 100KVA additional dist. transformer at Islampeta in Besthavaripeta and was already sanction vide sanction number: T-2011-03-02-11-03-043, the poles and plinth were erected.
2. Material indent was submitted for allotment of distribution transformer by the ADE/Opn/Cumbum on 03-10-2012.
3. The work will be completed soon after getting the transformer allotment.

Findings of the Forum:

1. The grievance of the complainant is about low voltage problem in his area of residence for which the respondents already initiated action by erecting the poles and plinth for transformer, but was left incomplete and their problem of low voltage is not resolved.
2. In accordance with the Guaranteed Standards of Performance, low voltage problem is to be resolved within 120 days from the date of the complaint where there is requirement of distribution system upgradation.
3. Here in this case the respondents reported that they have prepared an estimate for erection of one number additional 100KVA transformer in the said area and the same was sanctioned, but awaited material allotment.
4. The respondents shall resolve the problem of low voltage for the complainants within 120 days from the date of the complaint i.e. 11-09-2012 and as such the said work shall be completed by 10-01-2013

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 by completing the works of erecting additional 100KVA transformer and the associated lines if necessary not later by 10-01-2013 and report compliance by 17-01-2013.
2. They shall compensate the complainant @ Rs. 100/- by remit in the amount equal to the product of number of days counted from 10-01-2013 to the date of its completion @ Rs 100/- within 7 days from the date of resolving the problem, if not complied by 10-01-2013

The complainants are advised that they may report the matter to the Forum in case the respondents fail to comply with the items 1 and 2 of the order above.

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

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 17th day of November 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.