

**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:170/2012-13/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.Venkateswara Reddy
S/o Tirumala Reddy & Others
Nagulavaram Village & Post
Arthaveedu Mandal
Prakasam-Dist-523333

Complainant

And

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

Respondents

Sri K.Venkateswara Reddy, S/o Tirumala Reddy & Others Resident of Nagulavaram Village & Post, Arthaveedu Mandal Prakasam-Dist-523333 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. The complainant is having one domestic service with SCNo: 209 at Nagulavaram village of Ardhaveedu mandal in Praksam-Dist.
2. They are facing low voltage problem in their street.
3. Requested for erection of additional transformer.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Cumbam in his written submission dt:01-10-2012 received in this office on dt:11-10-2012 stated that:

1. He physically inspected the said area and found that the existing 15KVA transformer at the location is over loaded.
2. He prepared an estimate for erection of one number 15 KVA transformer additionally in that area under improvements and submitted to the DE/Opn/Markapur for sanction.
3. The estimate was sanctioned and material indent was submitted to the SE/Opn/Ongole, the respondent-4 by the respondent-2 i.e. the ADE/Opn/Cumbum on 25-09-2012.
4. Soon on receipt of materials the transformer will be erected and the low voltage problem will be solved.

Findings of the Forum:

1. The grievance of the complainant is that there is low voltage in his street and requested for erection of additional transformer for voltage improvement.
2. The respondents while accepting the existence of low voltage in the said area of the complaint reported that an estimate was prepared and sanctioned for erection one number 15 KVA distribution transformer in addition to the already existing one under improvements and the material allotment is pending with the SE/Opn/Ongole the respondent-4.
3. The complaint being low voltage shall be resolved within 120 days from the date of the complaint in accordance with the Guaranteed Standards of the Performance.
4. Here in this case the complaint was made on 11-09-2012 and is to be resolved by 10-01-2013.

5. The respondents shall complete the work and resolve the problem of low voltage by 10-01-2013 failing which the complainant is to be compensated @ Rs 50/- for each day of delay beyond the said date and the amount is to be paid by the respondents.

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 10-01-2013 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 20-01-2013.

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
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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.