

**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:175/2012-13/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. N.Adinarayana Reddy,
S/o Peda Venkata Reddy & Others,
Kakarla Village & Post,
Arthaveedu Mandal,
Prakasam-Dist-523333.

Complainant

And

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

Respondents

Sri N.Adinarayana Reddy, S/o Peda Venkata Reddy & Others Residents of Kakarla 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. They are agl. consumers under SS-2 of Kakarlla Village in Ardhaveedu mandal of Prakasam Dist having service numbers 328, 327 and 918.
2. There are 22 numbers borewells under the SS-2 transformer and the voltage is low for their services due to its over loading.

3. Requested for erection of additional 25KVA transformer for the said services.
4. Since the transformer SS-2 is amidst paddy fields and there is no clear approach to the transformer, the transformer shifted to the road side for easy access.

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

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

1. He personally inspected the SS-2 100KVA dist. transformer and found that is over loaded.
2. He prepared an estimate for erection of a 25KVA transformer additionally and got sanctioned by the DE/Opn/Markapur.
3. The material indent was submitted by the ADE/OPn/Cumbum to the SE/Opn/Ongole on 25-09-2012.
4. For shifting of the SS-2 Kakarla 100 KVA transformer a letter was addressed to the complainants to pay the necessary charges towards shifting of the said transformer and upon receipt of the amount the transformer will be shifted.

Findings of the Forum:

1. The grievance of the complainants comprises of two items out of which the first one is about low voltage for their agl. services and the second one about shifting of the transformer.
2. The respondents for the first item i.e. about low voltage rectification replied that an estimate was sanctioned and material indent was also

submitted to the SE/Opn/Ongole i.e. the respondent-4 and the material receipt are awaited.

3. In accordance with Guaranteed Standards of Performance, the problem of low voltage shall be resolved within 120 days from the date of the complaint and here in this case since the complaint was made on 11-09-2012 the problem is to be resolved by 10-01-2013.
4. The respondents are liable to compensate the complainant @ Rs 50/- for each day of delay beyond 10-01-2013.
5. The second item of the grievance is about shifting of the existing 100KVA transformer from the middle of the paddy fields to the road side for which the respondents reported that they have prepared an estimate towards the said shifting and intimated the complainants to pay the charges according to the estimate to enable them to fulfill the said shifting.
6. The contention above of the respondents in the matter of transformer shifting is quite in order and the complainants have to bear the cost of the shifting if they prefer for.

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 as proposed by them not later by 10-01-2013 failing which they are liable to compensate the complainant @ Rs 50/- per each day of delay beyond 10-01-2013.
2. They shall report compliance in the above matter by 17-01-2013.

The complainants are advised that

1. They shall pay the estimated amounts claimed by the respondents towards shifting of the transformer to the road side from the middle of the paddy fields if they prefer for.
2. They may report the matter to the Forum in case the respondents fail to comply with the item-1 of the order for respondents 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/-	Sd/-	Sd/-	Sd/-
Member (Legal)	Member (C.A)	Member (Accounts)	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.