

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

This the 31st day of December 2012

C.G.No:184/2012-13/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. Karnati Subba Reddy
Ayyangaripalli Village & Post
Pullacheruvu Mandal
Prakasam-Dist.

Complainant

And

1. Assistant Engineer/Operation/Pullalacheruvu/Prakasam
2. Assistant Divisional Engineer/Operation/ Y.Palem/ Prakasam
3. Divisional Engineer/Operation/Markapuram
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. Karnati Subba Reddy resident of Ayyangaripalli Village & Post, Pullacheruvu Mandal, Prakasam-Dist. 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 has stated that

1. He is an agl. consumer at Ayyangaripalle village of Pullacheruvu mandal in Prakasam-dist.

2. One number transformer of 25 KVA capacity was sanctioned for him and was allotted in July 2012 by the SE/Opn/Ongole, but was not drawn.
3. Requested for installation of the said 25 KVA transformer at the earliest.

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

None of the respondents answered the grievance of the complainant.

Findings of the Forum:

1. The grievance of the complainant is that one number 25 KVA transformer intended for his purpose was sanctioned in 2010 year against sanction number :T-2010-03-02-31-01-016, and was allotted by the SE in the month of July 2012, but was not drawn so far due to some technical problem with the work orders.
2. The complainant did not mention any service number and hence it is not understood whether the said transformer was sanctioned for the purpose of release of the new service or for voltage improvement.
3. The respondents also did not give any reply in this regard.
4. As such if it is for release of new service there is a much delay noticed and if it is for improvement of voltages i.e. rectification of the voltage fluctuations also it is much delayed.
5. The respondents shall erect the transformer immediately without any further delay if it is meant for rectification of voltage fluctuations.

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

ORDER

The respondents are directed that they shall

1. Erect the transformer within 30 days from the date of this order if it is necessary in accordance with the Guaranteed Standards of the Performance.
2. Report compliance within further 7 days from the date of installation of the transformer if done or otherwise also.

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 31st day of December 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.