

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

This the 29th day of October 2012

C.G.No:198/2012-13/ Guntur 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. Malabanti Narasimha Rao,
S/o Naraiah, & Others
Lakshmitalkies Center
Gurajala Post & Mandal
Guntur-Dist

Complainant

and

1. Assistant Engineer/Operation/Gurazala
2. Assistant Divisional Engineer/Operation/Gurazala
3. Divisional Engineer/Operation/Macherla
4. Superintending Engineer/Operation/Guntur

Respondents

Sri. Malabanti Narasimha Rao, S/o Naraiah, & Others residents nearer to Lakshmi talkies Center, Gurajala Post & Mandal, Guntur-Dist herein called the complainants, in their complaint dt: 08-10-2012 filed in the Forum on dt: 08-10-2012 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 consumers in Modugula Road of Gurazala Village and are suffering with low voltage problem in their area.
2. The tube lights and TVs are not working from 6:00 PM in the evening times.
3. They are given supply from SS-40 which is a 63KVA transformer and is not sufficient for the loads resulting in failure of fuses very frequently.

4. Requested for erection of additional transformer to overcome the low voltage problem.

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

The respondent-1, i.e. the Assistant Engineer /Operation /Gurazala in his written submission dt:18-10-2012 received in the Forum on dt:20-10-2012 stated that:

1. An estimate is prepared for erection of 1 No. 63 KVA additional distribution transformer under SS40 Gurazala which is fed to Madugula road and the estimate is sanctioned and the work under progress.
2. By erecting the additional distribution transformer the low voltage pockets will be removed at Modugula road in Gurazala village.

Findings of the Forum:

1. The grievance of the complainants is that they are suffering with low voltage in their residential area and requested for erection of additional transformer to meet the loads and to avoid interruptions.
2. In accordance with the Guaranteed Standards of Performance, low voltage problem shall be resolved within 120 days from the date of the complaint where there is necessity of upgradation of distribution system.
3. Here in this case the complaint was made on 08-10-2012 and hence is to be resolved by 07-02-2013.
4. The respondents reported that an estimate was prepared for erection of one number additional 63 KVA transformer under SS-40 to feed the loads of Madugula road of Gurazala for which the estimate was sanctioned and the work is under progress.
5. The low voltage problem will be resolved by erecting additional transformer.

6. The respondents shall resolve the problem of low voltage not later by 07-02-2013 duly erecting the additional transformer as they felt essential.

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

ORDER

The respondents are directed that they shall resolve the problem of low voltage not later by 07-02-2013 and report compliance by 15-02-2013 to the Forum failing which the respondents are liable to compensate the complainants @ Rs. 50/- to each of the 8 numbers consumers for each day of delay beyond 07-02-2013.

The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with 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 29th 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.