

**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:220/2012-13/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.Subba Rayudu
C/o Venkateswarlu
Amodagiri patnam, Jandrapeta Post,
Vetapalem Mandal,
Prakasam-Dist-523155

Complainant

And

1. Assistant Engineer/Operation/Town/Vetapalem
2. Assistant Divisional Engineer/Operation/Vetapalem
3. Divisional Engineer/Operation/Chirala

Respondents

Sri. K.Subba Rayudu, C/o Venkateswarlu Resident of Amodagiri patnam, Jandrapeta Post, Vetapalem Mandal Prakasam-Dist-523155 herein called the complainant, in their complaint dt:16-10-2012 filed in the Forum on dt:16-10-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is a consumer with SCNo: 7933 supply being utilized for his petrol bunk at Jandrapeta, Amodagiri patnam of Vetapalem Mandal in Prakasam-Dist.
2. He is suffering with low voltage problem for his above service and requested for providing of new transformer with higher capacity in their area.

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

The respondent-1 i.e. the Assistant Divisional Engineer/Operation/Vetapalem in his written submission dt:10-11-2012 received in this office on dt:16-11-2012 stated that:

1. The estimate for erection of additional 100KVA transformer under SS-13 was sanctioned vide T-2011-03-04-31-032.
2. Now the transformer was allotted and the additional transformer will be charged before the end of November and the low voltage problem will be solved.

Findings of the Forum:

1. The grievance of the complainant is about low voltage persisting to his service and in his area and requested for enhancement of the capacity of the transformer.
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.
3. Here in this case the complaint was made on 16-10-2012 and hence is to be resolved by 15-02-2013.
4. The respondents reported that they have proposed erection of one number 100KVA transformer under SS-13 to resolve the problem of low voltage in the complainants area and the estimate was sanctioned already and the transformer was also allotted. The transformer will be charged before the end of November i.e. much earlier to the due date.
5. If respondents fail to resolve the problem of low voltage above, they are liable to compensate the complainant @ Rs 100/- for each day of delay beyond the due date of 15-02-2013.

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

ORDER

The respondents are directed that

1. They shall erect and charge the new transformer not later by 15-02-2013 and report compliance with in 7 days upon completion of the said work and charging of the transformer.
2. They shall remit an amount @ Rs 100/- to the consumers service for each day of delay beyond 15-02-2013, if they fail to comply with the item-1 of the order above.

The complainant is advised to report the matter to the Forum in case the respondents fail to comply with the items 1 and 2 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 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.