

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

This the 4th day of December 2012

C.G.No:222/2012-13/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. D.Emmanuel
C/o Balaji Rao
DNo:12-53., Salman Centre,
Jandrapeta Post, Chirala Mandal,
Prakasam-Dist-523165.

Complainant

And

1. Assistant Engineer/Operation/D-2/Chirala
2. Assistant Divisional Engineer/Operation/Chirala
3. Divisional Engineer/Operation/Chirala
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. D.Emmanuel, C/o Balaji Rao Resident of DNo:12-53., Salman Centre, Jandrapeta Post, Chirala Mandal, Prakasam-Dist-523165. herein called the complainant, in his 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 has stated that

1. In their residential area of Salman Centre in Chirala mandal, the 11th and 12th wards where industries are also existing is suffering with low voltage problem especially during the evenings and night times the tube lights in the houses are not at all functioning.

2. The street lights are also not functioning due to low voltage and the situation arose only after the re arrangement of lines in view of the recent visit by the Chief Minister.
3. The meter reading are not taken in time by the readers.
4. Requested for rectification of the low voltage problem and billing pattern.

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

The respondent-1 i.e. the Assistant Engineer/Operation/D-2/Chirala in his written submission dt:23-10-2012 received in this office on dt:28-11-2012 stated that:

1. The existing 100KVA DTR at SS-73, Jandrapeta has failed and alternate supply arranged from SS-6, Jandrapeta and hence low voltage occurred.
2. However, it is to submit that, failed DTR has been replaced with healthy DTR on 18-10-2012 and rectified the low voltage problem.
3. Further, it is to submit that the instructions have been issued to the agencies to be more careful in taking meter readings and issuing of CC.bills.

Findings of the Forum:

1. The grievance of the complainant comprises of two items out of which the first one is about low voltage prevailing in their area and the second one is about irregular billing of CC.Charges in their mandal.
2. For the first item i.e. rectification of low voltage prevailing in the complainants area, the respondent-1 i.e. the AE/Opn/D-2/Chirala replied that the 100 KVA transformer at SS-73 of Jandrapeta was failed and alternative supply was arranged from SS-6 and hence the low voltage occurred and he replaced the failed DTR on 18-10-2012 i.e. within 2 days of the complaint and thus rectified the low voltage problem.

3. But the respondent did not mention the date of failure of the transformer at SS-73 and the reasons for not replacing the DTR in time i.e. within 24 hrs of its failure which is an act of ignorance of the General Terms and Conditions of Supply for which the respondents are liable to compensate the complainant by remitting an amount of Rs.100/- to the complainants service.
4. With regards to the item irregular billing by the meter readers the respondent reported that the billing agencies were instructed to be more careful in issuing CC.bills.
5. Since the complainant did not mention any specific case of deviation in the meter reading or the billing it cannot be adjudge and appropriate to decide the factor and hence is set aside. The complainant may report any specific instance of deviating the billing schedule to the Forum in future.

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

ORDER

The respondents are directed that

1. They shall remit the amount of Rs 100/- to the complainants service within 15 days from the date of this order.
2. They shall report compliance on the item-1 above within 21 days from the date of this order.
3. They shall see that each and ever y service is billed monthly or bi-monthly as per the schedule without any deviation to the specified dates in accordance with the electricity supply code differing which the respondents are liable to compensate the complainants

The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with the items-1 and 3 of the orders 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 4th 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.