

**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:229/2012-13/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.Pullela Rama Rao

C/o Rattaiah

Director of Sri Sai Educational Society

Vankayalapadu Village & Post,

Inkollu Mandal,

Prakasam-Dist-523190

Complainant

And

1. Assistant Engineer/Operation/ Inkollu

2. Assistant Divisional Engineer/Operation/Parchoor

3. Divisional Engineer/Operation/Chirala

4. Superintending Engineer/Operation/Ongole

Respondents

Sri.Pullela Rama Rao, C/o Rattaiah, Director of Sri Sai Educational Society, Vankayalapadu Village & Post, Inkollu Mandal, Prakasam-Dist. 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. There is an electrical service for their school and its service number is 750 at Vankayalapadu village of Inkollu mandal In Prakasam-Dist.
2. On 08-12-2011 a case was registered against their above service and demanded for Rs 73,800/- under the plea of additional load and the said amount was paid by them.

3. The total load of their service is 28KW where as the transformer capacity is 16 KVA which is not sufficient.
4. Requested for enhancement of the transformer capacity to 25KVA as they are suffering with low voltage

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

The respondent-1 i.e. the Assistant Engineer/Operation/ Inkollu in his written submission dt:26-10-2012 received in this office on dt:05-11-2012 stated that:

1. The estimate for erection of improvement distribution transformer in place of existing old one is under process the work may be completed within 45 days.

Findings of the Forum:

1. The grievance of the complainant is that the transformer feeding their service is of 16KVA and was erected earlier to suit their load at that time and subsequently they have got additional load regularized by paying the necessary amounts for a total load of 28 KW, but are suffering with low voltage and requested for erection of 25KVA transformer in place of the existing.
2. In accordance with the Guaranteed Standards of Performance, Low voltage problems are to be rectified with in 120 days from the date of complaint where there is requirement of up-gradation of distribution system.
3. Here in this case the complaint was made on 16-10-2012 and hence is to be rectified by 15-02-2013.
4. But where as the respondent-1 i.e. the AE/Opn/Inkollu reported that the said work of erection of suitable transformer to the complainant's service will be completed within 45 days from 26-10-2012, the date of the reply i.e. by 10-12-2012 which is much earlier to the standards.
5. The respondents shall complete the erection of transformer and resolve the grievance of low voltage not later by 15-02-2013.

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

ORDER

The respondents are directed that

1. They shall resolve the problem of low voltage by completing the works of erecting suitable transformer not later by 15-02-2013 and report compliance by 22-02-2013.
2. They shall compensate the complainant by remitting the amount equal to the product of number of days counted from 15-02-2013 to the date of its completion with Rs 100/- to the consumer within 7 days from the date of resolving the problem, if not complied with by 15-02-2013.

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 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
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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.