

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

This the 21st day of December 2012

C.G.No:244/2012-13/Kadapa 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.Khadher Khan
SKB Engineering Works
Besides new Swaraj Haroon
Bajaj Show room., Taj nagar Post,
Karnool Road,
Kadapa-Dist-516001

Complainant

And

1. Assistant Engineer/Operation/Chennuru
2. Assistant Divisional Engineer/Operation/Rural-2/Kadapa
3. Divisional Engineer/Operation/Kadapa
4. Superintending Engineer/Operation/Kadapa

Respondents

Sri. Khadher Khan, SKB Engineering Works resident of Besides new Swaraj Haroon, Bajaj Show room., Taj nagar Post, Kurnool Road, Kadapa-Dist-516001 herein called the complainant, in his complaint dt:28-11-2012 filed in the Forum on dt:28-11-2012 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 owner of service number 2113301001916 with 3 phase supply to his shop at Vinayakanagar, Mydukur Road, besides Haroon Automatics.

2. Due to single phasing his fans, motors, lights are getting spoiled due to over heat.
3. Requested to rectify the problem.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Chennuru in his written submission dt:07-12-2012 received in this office on dt:18-12-2012 stated that:

1. He inspected the 100KVA Vinayakanagar distribution transformer from which the said consumer is fed on 27-11-2012 at about 6:30PM and observed phase to neutral voltages as 220, 250 and 250.
2. The SPM mobile team inspected the transformer on 29-11-2012, but the problem is not rectified.
3. So the said 100KVA transformer was replaced with an other one of the same capacity on 30-11-2012.

Findings of the Forum:

1. The grievance of the complainant is that the appliances like fans, lights and motors of his shop are getting burnt due to over heat on account of some problem in the supply voltages.
2. The complainant's grievance comes under the head voltage fluctuations which is to be rectified within 10 days where there is no requirement of enhancement/expansion of network and other wise is within 120 days, in accordance with the guaranteed Standards of Performance.
3. The respondents while accepting the defect in the transformer after noting the voltages as 220,250 and 250 in the three phases on the same day of the complaint, replaced the transformer on 30-11-2012

after due inspection by the concerned SPM mobile team who could not rectify the same on the structure itself..

4. Here in this case, the complaint was made on 27-11-2012 and was rectified on 30-11-2012, i.e. within 4 days from the date of the complaint by replacing the defective transformer.
5. As such there is no deficiency of service on the part of the respondents in this matter.

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

ORDER

“No Separate order need to be issued”.

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 21st day of December 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.