

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

This the 18th day of January 2013

C.G.No:254/2012-13/Nellore Circle

Present

***Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
(Vacant)***

***Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)***

Between

Sri Challa Mohan Rao
S/o Rajaiah Naidu & Others
Balayapalli Mandal Village, Post & Mandal
Nellore-Dist-524404

Complainant

And

1. Assistant Engineer/Operation/Balayapalli
2. Assistant Divisional Engineer/Operation/Venkatagiri
3. Chief General Manager/Operation/SPDCL/Tirupati
4. Divisional Engineer/Operation/Naidupeta
5. Superintending Engineer/Operation/Nellore

Respondents

Sri Challa Mohan Rao, S/o Rajaiah Naidu & Others resident of Balayapalli Mandal Village, Post & Mandal, Nellore-Dist-524404 herein called the complainant, in their complaint dt:01-12-2012 filed in the Forum on dt:01-12-2012 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 agl. consumers of Balayapalli village and mandal of Nellore-Dist.

2. The supply given for a period of 5 hrs during day time is not at all given in single spell because of which their purpose is not served as the water is in sufficient.
3. Requested for extension of supply for 5 hrs continuously in a day.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Balayapalli in his written submission dt:02-01-2013 received in this office on dt:10-01-2013 stated that:

1. The three phase supply available in substation arranging the 3 phase supply for 5 hours continuously. But some times emergency load relief's effecting, causing in convenience to the consumers. It is based on supply position only.

Findings of the Forum:

1. The grievance of the complainant is that the three phase supply provided to their agl. services is not given in single spell resulting in insufficient watering of their fields and requested for continuous supply of three phase for 5 hrs during day time.
2. The grievance is not a specified item of the guaranteed Standards of Performance, but however notices were served upon the respondents in the interest of the agl. consumers.
3. The respondent-1 i.e. the Assistant Engineer/Operation/Balayapalli in his written submission stated that three phase supply to the agl. consumers is given for five hrs continuously excepting on those days effected by emergency load relief's. It is purely based on supply availability in the grid.

4. The respondents shall maintain uninterrupted three phase supply to the agl. consumers subject to availability of supply in the grid, but shall rectify any local break downs with in the time frame fixed under schedule-II of Guaranteed Standards of Performance.

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 the 18th day of January 2013.

Sd/-
Member (Legal)

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.