

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

This the 17th day of January 2013

C.G.No:255/2012-13/Nellore Circle

Present

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

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

Between

Sri G.Subba Rao and Others
Pigilam Kothapalem Village & Post
Balayapalli Mandal,
Nellore-Dist-524401

Complainant

And

1. Assistant Engineer/Operation/Balayapalli
2. Assistant Divisional Engineer/Operation/Venkatagiri
3. Divisional Engineer/Operation/Naidupeta
4. Superintending Engineer/Operation/Nellore

Respondents

Sri G.Subba Rao and Others resident of Pigilam Kothapalem Village & Post Balayapalli Mandal, Nellore-Dist-524401 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 cultivating wet lands about 1.50 acres and are having about 30 numbers pump sets in the north side of their village.
2. The transformer feeding their services of failing very frequently due to over load and also motors are burning creating troubles.

3. They represented the matter to the local officers many times for installation of additional transformers.
4. Their crops are getting dried up due to the above said problems.
5. Requested for erection of additional transformer as early as possible.

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 necessary poles were transported to the location under HVDS and also poles pits were dug.
2. The work is under progress.

Findings of the Forum:

1. The grievance of the complainant is that their crops were getting dried up due to failure of their motors due to low voltage because of the over loading of the transformer and requested for erection of additional transformer.
2. The grievance in accordance with the Guaranteed Standards of Performance is to be resolved with in 120 days from the date of the complaint being the voltage fluctuations i.e. low voltage can be rectified only with the erection of additional transformer.
3. Here in this case though the complainants mentioned that they have represented the matter to the electricity officials several times during the past eight years, it cannot be considered since they could not produce any evidence to that effect.

4. As such the date of complaint in the Forum i.e. 30-11-2012 is taken as the first complaint and hence the grievance is to be resolved by 29-03-2013.
0. The respondent-1 i.e. the AE/Opn/Balayapalli in his report mentioned that the necessary poles were transported to the location as the said area was covered under HVDS, the pole pits also were dug and the work is under progress.
0. As such the respondents shall resolve the problem of low voltage to the complainants by adopting suitable methods not later by 29-03-2013 failing which they are liable to compensate each of the complainants @ Rs.50/- for each day beyond 29-03-2013.

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

ORDER

The respondents are directed that

1. They shall resolve the grievance by 29-03-2013 by adopting suitable methods.
2. They shall within 15 days of the completion of the work, remit each of complainant's service, an amount equal to the multiplication of Rs.50/- with the number of days counted from 30-03-2013 to the date of its completion, if delayed beyond.
3. A report of compliance on the items 1 and 2 of the order above within 15 days from the date of resolution of the grievance.

The complainant is advised that he may report the matter to the Forum, in case, the respondents fail to resolve the grievance of low voltage by 29-03-2013

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 17th 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.