

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

This the 17th day of August 2012

C.G.No:32/2012-13/KadapaCircle

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 P.Narasimhulu
S/o Subbaiah & Others
N.Yeguvapalli Village,
Kandulavaripalli Post
Chitvel Mandal
Kadapa-Dist-516104*

Complainant

And

*1. Assistant Engineer/Operation/Chitvel
2. Assistant Divisional Engineer/Operation/Kodur
3. Divisional Engineer/Operation/Rajampeta*

Respondents

Sri P.Narasimhulu, S/o Subbaiah & Others resident of N.Yeguvapalli Village, Kandulavaripalli Post, Chitvel Mandal, Kadapa-Dist-516104 herein called the complainant, in their complaint dt:24-4-2012 filed in the Forum on dt:24-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. There are about 70 houses in their village Yeguvapalli of Chitvel Mandal, but there is only one transformer to feed their services and also resulting in low voltage.

2. Requested for providing of additional transformer for better voltages to their village.

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

The respondent-1 i.e. Assistant Engineer/Operation/Chitvel in his written submission dt:13-8-2012 received in this office on dt:14-8-2012 stated that:

1. One number 15 KVA additional transformer was erected on 29-5-2012 and the load was equally divided on existing transformer and hence the problem of low voltage was resolved.

Findings of the Forum:

1. The grievance of the complainants is about the prevailing low voltage to their village and requires erection of additional transformers and requested for the same.
2. The grievance being low voltage is to be resolved within 120 days from the date of the complaint in accordance with the Guaranteed Standards of Performance.
3. Here in this case the complaint was made on 24-4-2012 and hence is to be resolved by 23-8-2012.
4. The respondents in their reply stated that one number additional transformer of 15 KVA capacity was erected on 29-5-2012 and also the loads were equally divided on to the existing transformer and hence the problem of low voltage was resolved.
5. Since the grievance was resolved by 29-5 2012 as against these allowable standard date of 23-8-2012 i.e. well within the due date. There is no deficiency of services on the part of the respondents and hence no compensation need to be allowed.

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 17th day of August 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.