

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

On this the 28th day of March 2013

C.G.No: 346/2012-13/Guntur Circle

Present

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

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

Between

Sri. Pasam Rami reddy
C/o Pedamallareddy
DNo:2-96/1., Kothapally Village & Post
Macherla,
Guntur-Dist-522426

Petitioner

and

1. Assistant Engineer /Operation/Rural/Macherla
2. Assistant Divisional Engineer/Operation/Macherla
3. Divisional Engineer/Operation/Macherla
4. Superintending Engineer/Operation/Guntur

Respondents

Sri. Pasam Rami reddy, C/o Pedamallareddy resident of DNo:2-96/1., Kothapally Village & Post, Macherla, Guntur-Dist-522426 herein called the complainant, in his complaint dt:18-02-2013 filed in the Forum on dt:18-02-2013 under clause 5 (7) of APERC Regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is an agl. consumer with SCNo: 458 at Kothapalli village of Macherla Mandal in Guntur-Dist.
2. His pump motor is burning very frequently due to low voltage problem
3. Requested to solve the problem of low voltage by erecting one number 25 KVA transformer additionally.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/ Macherla in his written submission dt:20-03-2013, received in this office on 28-03-2013 stated that:

1. He had inspected the complainant's service number 458 on 12-03-2013 and noticed that the complainant's contention of low voltage to his service is genuine.
2. The above problem can be rectified by installing one number new distribution transformer at the said location.
3. Compliance report will be submitted after completion of erection of new DTR within the scheduled period

Findings of the Forum:

1. The grievance of the complainant is that his agl. pump motor is burning very frequently due to low voltage problem and requested to resolve the problem of low voltage.
2. The respondent-2 i.e. the Assistant Divisional Engineer/Operation/ Macherla accepted that the said low voltage to the consumer's service is noticed during his inspection of the service 12-03-2013 and stated that the problem will be solved by erecting one number additional transformer with in the scheduled period.
3. The problem being low voltage i.e. voltage fluctuations in terms of Guaranteed Standards of Performance is to be resolved within 120 days from the date of the complaint where there is a requirement of the upgradation of the distribution system.
4. Herein this case the complaint was made on 18-02-2013 and hence is to be resolved not later by 18-06-2013.

5. The respondents are liable to compensate the complainant @ Rs.100/- for each day of delay beyond the above said date of 18-06-2013 if they fail to comply with.

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

ORDER

The respondents are directed that they

1. shall resolve the problem of low voltage to the complainant not later by 18-06-2013.
2. Shall remit an amount equal to the multiplication of Rs.100/- by the number of days delayed beyond 18-06-2013 till the date of its completion.
3. Shall report compliance on the items 1 and 2 above of the order within 7 days from the date of fulfilling the items 1 and 2 above as the case may be.

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 28th day of March 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.