

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

This the 12th day of October 2012

C.G.No:93/2012-13/ Tirupati 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. J.Prabhakar Reddy and Others
S/o J.Annaiah Reddy,
Thimmireddy Village, Tenapalli Post
Puthalapattu Mandal,
Chittoor-Dist-517124

Complainants

And

1. Assistant Engineer/Operation/Puthalapattu
2. Assistant Divisional Engineer/Operation/Rurals-II/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

* * *

Sri. J.Prabhakar Reddy and Others, S/o J.Annaiah Reddy, residents of Thimmireddy Village, Tenapalli Post, Puthalapattu Mandal, Chittoor-Dist-517124 herein called the complainants, in their complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. The complainants are agl. consumers at Timmireddypalle of Puthalapattu mandal in Chittoor-Dist having their service numbers 342, 443, 439, 164, 172 and 177.
2. They are facing low voltage problem to their services above and requested for rectification of the low voltage.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submissions dt:18-6-2012 received in this office on dt:23-08-2012 stated that

1. He had inspected the location and estimate for providing of 2 numbers additional 25 KVA DTR was sanctioned vide WBS No. T-2011-05-01-21-04-005, work to be taken up and completed soon.

Findings of the Forum:

1. The grievance of the complainants is that there is low voltage prevailing under the transformer SS-1, Timmireddypalle from which their agl. services are being fed.
2. In accordance with Guaranteed Standards of Performance the low voltage problem is to be resolved within 120 days from the date of the complaint.
3. In this case the complainants made the complaint on 23-5-2012 and hence is to be rectified by 22-9-2012.
4. The respondents duly accepting the low voltage and the necessity of erection of additional transformers have prepared an estimate for providing two numbers 25KVA DTRs to over come the low voltage problem and or yet to be erected and commissioned.
5. The due date for rectification of the problem was already lapsed, but still there is no compliance from the respondents in this matter and hence it is necessary that the problem is to be resolved not later by 31-10-2012.
6. The respondents are liable to compensate the complainants @ Rs 50/- for each day of delay beyond 22-9-2012 and the amount of compensation payable upto 31-10-2012 is Rs 1,950/- for each consumer here in this there are 6 numbers who made the complaint.

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

ORDER

The respondents are directed that

1. They shall resolve the grievance of the low voltage by 31-10-2012 failing which the respondents are liable to pay an additional amount @ Rs 50/- for each day till the date of completion in addition to Rs 1950/- for each complainant.
2. Report compliance on the item-1 above within 7 days upon resolving the problem.

The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with the item-1 of the order above.

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 12th day of October 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.

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