

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

On this the 13th day of June 2013

In C.G.No:05/ 2013-14/ Guntur Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Satish Kumar

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

Between

Sri. P.Ravikumar
C/o P.Venkataratnam,
DNo:1-38., Ravipadu Village & Post,
Pedanandipadu Mandal,
Guntur-Dist-522015.

Complainant

And

1. Assistant Engineer/Operation/Pedanandipadu
2. Assistant Divisional Engineer/Operation/Ponnur
3. Divisional Engineer/Operation/Bapatla

Respondents

Sri. P.Ravikumar, C/o P.Venkataratnam, resident of DNo:1-38., Ravipadu Village & Post, Pedanandipadu Mandal, Guntur-Dist-522015. herein called the complainant, in his complaint dt:09-04-2013 filed in the Forum on dt:09-04-2013 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 one among the consumers of Ravipadu Village in Pedanandipadu Mandal of Guntur-Dist and having service number :348.
2. He along with others of the village are suffering with low voltage problem
3. Requested for erection of one number additional 3 phase transformer to overcome the problem of low voltage.

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

The respondents-1 and 2 i.e. the Assistant Engineer/Operation/ Pedanandipadu and the Assistant Divisional Engineer/Operation/ Ponnur in their similar written submission dt: NIL, received in this office on 06-06-2013 stated that:

1. The Assistant Engineer/Operation/Pedanandipadu has inspected the field and prepared the estimate for providing of additional 63KVA DTR to give over load relief on SS-1 Ravipadu.
2. The estimate was sanctioned vide SDR improvements on 28-05-2013.
3. The work will be taken up and completed within 10 days.

Findings of the Forum

1. The grievance of the complainant is that there is low voltage problem prevailing in their village and requested for erection of 1 number additional three phase transformer to over come the said low voltage problem.
2. The respondents 1 and 2 i.e. Assistant Engineer/Operation/ Pedanandipadu and the Assistant Divisional Engineer/Operation/ Ponnur have duly accepting the existence of low voltage replied that they have prepared an estimate for erection of one number 63 KVA transformer additionally to over come the low voltage problem and give relief on the existing SS-1 transformer.
3. The respondents also reported that the said work will be taken up and completed within 10 days.
4. In accordance with the Guaranteed Standards of Performance the problem of low voltage termed as voltage fluctuations shall be resolved within 120 days where there is requirement of upgradation of distribution system.
5. Here in this case the complaint was made on 16-04-2013 and hence the period of 120 days completes by 14-08-2013 and hence the respondents shall have to resolve the problem of low voltage not later by 14-08-2013 though they could complete the said work within 10 days as stated by them.

6. The respondents shall have to compensate the complainant @ Rs.100/- for each day of delay in resolving the said problem beyond the permitted date of 14-08-2013.

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

ORDER

The respondents are directed that

1. They shall resolve the problem of low voltage in the said village of Ravipadu not later by 14-08-2013 beyond which date they are liable to compensate the complainant @ rs.100/- for each day of delay till the date of its resolution.
2. They shall report compliance on the item-1 of the order above with in 15 days of its fulfillment in both the cases of either with or without compensation.

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 13th day of June 2013.

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.