

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:08/ 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. Challa Harinadha Babu
C/o Ch.Nagaraju and two others
Varagani 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. Challa Harinadha Babu, C/o Ch. Nagaraju and two others residents of Varagani Village & Post, Pedanandipadu Mandal, Guntur-Dist-522015. herein called the complainants, in their complaint dt: 16-04-2013 filed in the Forum on the same day during Adalat at Pedanandipadu 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 residents of Ramulavaari street behind the Post Office, 3rd ward in Varagani village of Pedanandipadu mandal in Guntur-Dist.
2. They are suffering with low voltage problem for the past two years.
3. Requested to resolve 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, the Assistant Divisional Engineer/Operation/ Ponnur, and in their combined written submission dt: NIL, received in the Forum on 06-06-2013 stated that:

1. Sri. Ch.Harinath Babu has given a complaint about low voltage in 3rd ward of varagani village in pedanandipadu section AE/Opn/Pedanandipadu has inspected the field and prepared the estimate for providing of additional 63 KVA DTR to give over load relief on SS-1 Varagani.
2. The estimate was sanctioned vide SDR Imp No.57/13-14 dt:28-05-2013.
3. The work will be taken up and completed within 10 days.

Findings of the Forum

1. The grievance of the complainants is that they are suffering with low voltage problem in their area for the past two years and requested to resolve the problem.
2. The respondents in their combined reply stated that it is a fact that there is low voltage problem in the area as complained and also have proposed and got sanctioned an estimate on 28-05-2013 for providing of additional 63KVA DTR to give relief on SS-1, Varagani and the works will be taken up and completed within 10 days.
3. 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.
4. Herein 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.

5. The respondents shall have to compensate each of the complainants @ Rs.50/- 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 Varagani not later by 14-08-2013 beyond which date they are liable to compensate each of the complainants @ Rs.50/- 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.