

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

On this the 12th day of August 2013

In C.G.No: 23/ 2013-14/ Kadapa Circle

Present

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

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

Between

Smt. N.Santhamma & Others
Gandhinagar, SDT Road,
Badvel post, Gopavaram
Kadapa-Dist-516227.

Complainant

And

1. Assistant Engineer/Operation/Rurals/Badvel
2. Assistant Divisional Engineer/Operation/Badvel
3. Divisional Engineer/Operation/Mydukur

Respondents

Smt. N.Santhamma & Others resident of Gandhinagar, SDT Road, Badvel post, Gopavaram Kadapa-Dist-516227. herein called the complainant, in their complaint dt: 06-05-2013 filed in the Forum on dt:06-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. They are residents of Gandhinagar, Sidhavatam Road, Badvel and they are suffering with low voltage problem.
2. Their water motors, Tube lights and other appliances are not working properly due to the low voltage problem and they could not get sufficient water for their daily use.
3. They have taken the matter to the notice of the local officers, but they did not taken action.

4. 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/Town-1/Badvel Assistant Divisional Engineer/Operation/Badvel in their combined written submission dt:26-07-2013, received in this office on 27-07-2013 stated that:

1. The AE/Opn/Badvel rural section was inspected the premises and address letter to Smt. S.santhamma, Gandhinagar, Badvel the existing transformer is end and requires another additional transformer and discussed with public of Gandhinagar and ask providing place for erection of the transformer. The AE/Opn/Badvel rural section ready to provide additiional transformer soon after providing place by the local public.

Findings of the Forum:

1. The grievance of the complainants is that they are suffering with low voltage problem in their area due to which the appliances are not working properly and starving for water. Requested to resolve the problem of low voltage.
2. The respondents duly accepting the existence of low voltage in the said area stated that the said services are at a tail end of the existence transformer resulting in low voltage to the far away consumers and proposed an additional transformer to meet the loads and to improve the voltages in consultation with the local people to provide suitable place for erection of the proposed transformer.
3. The grievance being a problem of low voltage termed as voltage fluctuations in the Guaranteed Standards Of Performance is to be resolved within 120 days from the date of the complaint where there is a requirement of system enhancement.

4. In this case the complaint was made on 06-05-2013 and hence is to be resolved not later by 03-09-2013.
5. The respondents shall have to compensate each of the complainants @ Rs.50/- for each day of delay in resolving the problem beyond 03-09-2013.

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

ORDER

The respondents are directed that they shall

1. Resolve the problem of low voltage to the complainants services not later by 03-09-2013.
2. Remit each of the complainant an amount equivalent to the multiplication Rs.50/- with the number of days, the days counted from 04-09-2013 till its completion within 90 days from the date of this order.
3. Report compliance on the above within 100 days from the date of this order or within 7 days on its completion whichever is earlier.

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 August 2013.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Legal)	Member (C.A)	Member (Accounts)	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.