

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

On this the 21st day of September 2013

In C.G.No:28/ 2013-14/ Tirupati 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

Sri. G.Ramesh
C/o Subramanyam & Others
DNo:24-392, CG.Palli Post
Third Railway Gate,
Chittoor
Chittoor-Dist-517001

Complainant

And

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

Respondents

Sri. G.Ramesh, C/o Subramanyam resident of DNo:24-392, and others CG.Palli Post, Third Railway Gate, Chittoor,Chittoor-Dist-517001 herein called the complainant, in their complaint dt:07-05-2013 filed in the Forum on dt:07-05-2013 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 Gandlapalli village of Chittoor Mandal and district and they are suffering with low voltage problem in their area.
2. They represented the matter several times to the territorial Line inspector and line man, but they did not take any action.
3. Requested to resolve the problem of low voltage.

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

The respondent-1 Assistant Engineer/Operation/Rurals/Chittoor in his written submission dt:14-05-2013, received in this office on 03-08-2013 stated that:

1. Sri G.Ramesh, Gandlapalli was complained on 07-05-2013 due to low voltage at Gandlapalli village. Further he was inspected the location found that the single phase AB cable is bi-metalised then the bi-metalised AB cable was peeled out and rectified the low voltage problem.

Findings of the Forum:

1. The grievance of the complainant is that they are residing near by the third railway gate at Gandlapalli village of Chittoor-Dist and they are suffering with low voltage problem in their area and requested to resolve the problem of low voltage.
2. The respondent-1 i.e. the AE/Opn/Rurals/Chittoor replied that he had inspected the location and found that the said low voltage is on account of bad contact due to bi-metallic action in the single phase AB cable.
3. The said problem of low voltage was rectified by cleaning the contacts in the cable.
4. This item of complaint is not a specific item of the Guaranteed Standards of Performance and however being low voltage it shall be rectified within 10 days from the date of the complaint since there is no involvement of enhancing the system.
5. Here in this case the complaint was made on 07-05-2013 and was resolved by 14-05-2013 i.e. with in a week as per the letter of compliance from the respondent-1, but the said letter was received at the Forum on 03-08-2013 after continuous pursuance on 6th, 22nd and 29th of July 2013 and hence it

is opined that the respondents tried to mislead the Forum by furnishing wrong evidence of letter of compliance willfully to avoid the punishment of compensation.

6. Recurrence of such deeds of mischief by the respondents if identified in future they are liable for severe disciplinary action.

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

ORDER

The respondents are warned that they shall not repeat such mischievous acts in future and also shall act promptly on the consumer complaints adhering to the norms stipulated in the Guaranteed Standards of Performance.

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 21st day of September 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 to the General Manager/ CSC/ Corporate office/ Tirupati for pursuance in this matter.