

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

On this the 14th day of June 2013

In C.G.No:30 / 2013-14/ Tirupati 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. K.Parasurama Reddy & Others
Ellamrajupalli
GD.Nellore Post & mandal,
Chittoor-Dist

Petitioners

And

1. Assistant Engineer/Operation/G.D.Nellore
2. Assistant Divisional Engineer/Operation/R-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. K.Parasurama Reddy & Others residents of Ellamrajupalli, G.D.Nellore Post & mandal, Chittoor-Dist herein called the complainants, 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 have stated that

1. They are residents of Yellamarajupalli a hamlet of Peddakalva village of Gangadhar Nellore Mandal in Chittoor-Dist.
2. The existing transformer in their said village is overloaded and requested to enhance its capacity.
3. Also a new substation was constructed about 6 months back near by their village, but 24 hrs supply is not given to their village so far.
4. Requested to provide 24hrs supply to their village.

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

The respondent-2 Assistant Divisional Engineer/Operation/R-2/Chittoor in his written submission dt:18-05-2013, received in this office on 07-06-2013 stated that:

1. Sri. K.Parusurami Reddy, Ellamrajupalli village has represented for 24 hrs supply to Ellamrajupalli village through Vidyuth Adalath conducted on 07-05-2013 and the complaint was registered.
2. In this connection of 24hrs power supply to Ellamrajupalli village is policy matter.
3. The complaint may be please be dropped.

Findings of the Forum:

1. The grievance of the complainants comprises of two items out of which the first one is about the prevailing low voltage to their village on account of additional loading of the transformer and the second one about providing of 24hrs supply to their village from the substation constructed 6 months back nearer to their village..
2. The respondents did not answer the first point i.e. the low voltage problem being faced by the complainants and for the second point i.e. providing of 24 hrs supply to the village near by the 33/11KV substation is a policy matter.
3. The contention of the respondents i.e. providing of 24hrs supply to the village near by 33/11KV substation is a policy matter is accepted and hence the request of the complainants for 24 hrs supply to their village is set aside.
4. Though the respondents did not make a mention of the low voltage problem that was raised by the complainants, in accordance with the Guaranteed Standards of Performance the said problem of low voltage is to be resolved within 10 days if the said low voltage is on account of minor problems in the

net work that no enhancement of DTR is required or otherwise shall resolve it within 120 days if there is requirement of upgradation of distribution system.

5. Here in this case the complaint was made on 07-05-2013 and hence is to be resolved not later by 04-09-2013 if there is a necessity of enhancement of transformer capacity or otherwise shall have been completed 17-05-2013 itself.

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 to the complainants village Ellamrajupalli of G.D.Nellore Mandal in Chittoor-Dist not later by 04-09-2013.
2. They shall report compliance on the item-1 above of the order within 7 days from the date of its resolution or by 11-09-2013 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 the 14th 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.