

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:39/ 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. E.Bhuloka Reddy & 16 Others
Ellamaraju Palli,
Pedda kalva Village
G.D.Nellore Post & Mandal,
Chittoor-Dist

Complainant

And

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

Respondents

Sri. E.Bhuloka Reddy & 16 Others residents of Ellamaraju Palli, Peddakalva Village, 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 Ellamarajupalli a hamlet of Peddakalva Village in Gangadhar Nellore Mandal of Chittoor-Dist.
2. There are about 500 voters in their village maintaining sheep and cattle of about 2000 in number suffering with drinking water due to shortage in power supply being rural area.

3. Requested to provide 24 hrs supply to the said water bore to extract sufficient quantity of water.

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. The 100KVA distribution transformer was erected and completed the work.
2. The complaint may please be dropped.

Findings of the Forum:

1. The grievance of the complainants is that the existing supply timings for their drinking water bore-well is not sufficient to give ample quantity of water for the need of the village and the cattle and hence requested to provide 24hrs supply to the bore-well.
2. For the above the respondent-2 i.e. the ADE/Opn/R-2/Chittoor replied that they have erected a 100KVA transformer in place of the existing 63 KVA and the work is completed.
3. The reply given by the respondent is different to the request made by the complainants.
4. The complainants actually required for 24hrs supply to the drinking water bore-well of their village where as the respondents simply enhanced the capacity of the existing transformer, but there is no change in the supply timings.
5. It is felt that for extension of 24 hrs supply an exclusive 11KV feeder is to be laid right from the substation to the bore-well transformer for which the beneficiares shall have to bear the cost of the estimate towards laying of the said line, but the respondents did not mention any of such proposal.

6. If the complainants are prepared to meet the expenses towards the said laying of line from their side, they have to tender a letter of consent to that effect expressing their willingness or otherwise if they are satisfied with the action of the respondents enhancing the capacity of the transformer from 63KVA to 100KVA may report the matter to the Forum in either of the cases.

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

ORDER

The complainants are directed that they shall tender a letter of willingness to the respondents in token of accepting to bear the estimated cost towards laying of separate line exclusively for the bore-well transformer, if they are not satisfied with the enhancement of the DTR from 63KVA to 100KVA.

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.