

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:47/ 2013-14/ Nellore 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

Smt. V.Padmaja & others
DNo: 03-04-80/1., Vinnamala Village & Post,
Naidupeta Mandal
Nellore Dist-524126

Complainant

And

1. Assistant Engineer/Operation/Town/Naidupeta
2. Assistant Divisional Engineer/Operation/Naidupeta
3. Divisional Engineer/Operation/Naidupeta

Respondents

* * *

Smt. V.Padmaja & Others resident of DNo:3-4-80/1., Vinnamala Village & Post, Naidupeta Nellore-Dist-524126 herein called the complainants, in their complaint dt:08-05-2013 filed in the Forum on dt:08-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. They are consumers from SC colony of Vinnamala Village and Post of Naidupeta Mandal in Nellore-Dist and are suffering with low voltage problem due to single phase line and insufficient capacity of distribution transformer.
2. Requested to take steps and resolve the problem of low voltage to their colony.

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

The respondent-1 Assistant Engineer/Operation/Town/Naidupeta in his written submission dt:27-07-2013, received in this office on 30-07-2013 stated that:

1. The work is completed on 26-07-2013 at 15:00 hrs with providing of 1 No. 15KVA addl. DTR under Vinnamala SS-21 on 22-04-2013 at Vinnamala Village in Naidupeta town section.

Findings of the Forum:

1. The grievance of the complainant is that their SC colony is suffering with low voltage problem due to single phase line and insufficient capacity of distribution transformer and requested to resolve the problem of low voltage to their colony by taking suitable steps.
2. The respondent-1 i.e. the AE/Opn/Town/Naidupeta replied that the said consumers herein the complainants are fed from SS-21 of Vinnamala which is a 15KVA distribution transformer and he had provided one number 15KVA DTR in addition to the existing one on 26-07-2013 and there by the grievance is resolved.
3. In accordance with the Guaranteed Standards of Performance the problem of low voltage termed as voltage fluctuations shall be resolved within 120 days from the date of the complaint where there a requirement of upgradation of distribution system.
4. Here in this case the complaint was made on 08-05-2013 and hence is to be resolved not later by 05-09-2013, but the same was attended to much earlier by 26-07-2013.
5. As such there is no deficiency of service on the part of the respondents in this case and hence no compensation need to be awarded.

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

ORDER

No separate order need to be issued.

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/-
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.