

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

On this the 25th day of July 2013

In C.G.No:49/ 2013-14/ Nellore 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. Badikala Ravi
C/o Venkata Ramaiah & others
Eguva Chavali Village & Post,
Pellakur Mandal,
Nellore-Dist-524126

Complainant

And

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

Respondents

* * *

Sri. Badikala Ravi, C/o Venkata Ramaiah & Others resident of Eguva Chavali Village & Post, Pellakur Mandal, Nellore-Dist-524126 herein called the complainant, 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 has stated that

1. They are residents of Eguva Chavali village of Pellakuru mandal in Nellore-Dist.
2. The supply for their agl. services for 5 hrs in the day time is not given in a single spell and the night times two hours supply is not at all given for the past two days.

3. The line man of the area is not at all respond to the local problems.
4. Requested to rectify the defects.

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

The respondent-1 Assistant Engineer/Operation/Pellakur in his written submission dt:NIL, received in this office on 15-07-2013 stated that:

1. The above complainant has submitted his grievance regarding for 3 phase power supply on day time (5 hours), night time 2 hours only and also complaint against concerned lineman for not attending of FOCs.
2. As per the schedule given by the department, the 3 phase power supply has been given in three schedules to the Eguva Chavali village i.e.
 - a. from 04:00 hrs to 09:00 hrs and 22:00 hrs to 24:00 hrs
 - b. from 09:00 hrs to 14:00 hrs and 00:00 hrs to 02:00 hrs
 - c. from 13:00 hrs to 18:00 hrs and
3. The above time schedules are changed alternate to the various feeders feeding from 33/11KV SS, Sirasanambedu. The 132KV SS Pennepalli authorities are directly instructed to the sub stations for emergency load reliefs on the above scheduled times.
4. On ELR break up power supply will be compensate on night hours . The decision of emergency load relief is not in my jurisdiction powers and it is policy matter.
5. Further, the complaints were received against concerned lineman of Eguva Chavali. But the above person was suffering from jandious since one year. And also instructed to him to respond consumer complaints at an early date.

Findings of the Forum:

1. The grievance of the complainants is that they are suffering with insufficient and interrupted supply in spells for their agl. services and

requested to rectify the supply timings and also give suitable instructions to the line man who is not responding to their day to day problems.

2. The respondent-1 i.e. the Assistant Engineer/Operation/Pellakur reported that the power supply to the said village is given in three schedules i.e. from
 - a. from 04:00 hrs to 09:00 hrs and 22:00 hrs to 24:00 hrs
 - b. from 09:00 hrs to 14:00 hrs and 00:00 hrs to 02:00 hrs
 - c. from 13:00 hrs to 18:00 hrs and
3. The said schedules are changed alternatively on various 11KV feeders emanating from 33/11KV SS Sirasanambedu.
4. Apart from the schedules above there are emergency load relief which are beyond the control of the respondents and such interruptions are compensated during the night times as per the policy.
5. The contention of the respondent that the supply is extended as per the schedule and as per the availability of supply is accepted but the respondents shall see that the interruptions due to break downs shall be attended to and rectified within reasonable time as per the Guaranteed Standards of Performance.
6. With regard to the complaint against the line man concerned, the respondent reported that the said Line-man was suffering from Jaundice since one year and was instructed to respond consumer complaints at an early date.
7. This contention of the respondents is not at all accepted as the said staff member shall go on leave if not fit for duty and the management shall make alternative arrangement to meet the day to day works of his jurisdiction and see that the consumers are not aggrieved of their problems.

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

ORDER

The respondents are directed that

1. shall see that the supply timings are maintained as per the schedule as far as possible the grid permits and to minimize the interruptions on account of break downs with strict adherence to the Guaranteed Standards of Performance.
2. Shall see that alternative arrangements are made to attend to the day to day the works of the jurisdiction of the said line man and avoid inconvenience to the consumers.

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 25th day of July 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.