

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: 84/ 2013-14/ Guntur 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. S. Krishna Prasad
Old Mangalagiri
Mangalagiri Village & Post
Mangalagiri Mandal
Guntur-Dist-522503

Complainant

And

1. Divisional Engineer/Operation/Town-2/Guntur
2. Senior Accounts Officer/Operation/Guntur
3. Superintending Engineer/Operation/Guntur

Respondents

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Sri. S. Krishna Prasad, Old Mangalagiri, Mangalagiri Village & Post, Mangalagiri Mandal, Guntur-Dist-522503, herein called the complainant, in his complaint dt:20-06-2013 filed in the Forum on dt:20-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is a consumer of old Mangalagiri and one among the 24,000 consumers of Mangalagiri.
2. Apart from the collection counter at ERO office Kothapeta earlier there was an other bill collection counter near midde center of Patha Mangalagiri for the convenience of the consumers in that area, but later was cancelled in the recent.

3. The E-Seva centre in the area is also at a far away place.
4. Requested to reestablish a collection counter in the market area of Patha Mangalagiri.
5. There is low voltage persisting in the town and there is necessity of erection of additional transformers to meet the loads.

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

The respondent-1 Divisional Engineer/Operation/Town-2/ Guntur in his written submission dt: 08-07-2013, received in this office on 11-07-2013 stated that:

1. Generally there is no official collection point/center at Meddae center. But in the month ending a revenue cashier is collecting CC.bills at Meddae center. There is no official person for collection center at Midde center.
2. One no. new sub-station is proposed in Mangalagiri town and searching the site for construction of new substation. The SE/Opn/Guntur will be sanction the proposed 33/11KV SS after acquiring the suitable site for constructing the substation.
3. To avoid low voltage in Mangalagiri 15 nos DTRs were energized for last six months and another 05 nos. DTRs are under progress.

The respondent-2 Senior Accounts Officer/Operation/Guntur in his written submission dt: 12-07-2013, received in this office on 17-07-2013 stated that:

Point No.1 : It is to submit that the sub-ERO Mangalagiri having a one collection counter and 1No. E-Seva and 1 No. Mee Seva counter available at mangalagiri distribution. The required counter by the consumers is the nearer to the Mee-Seva counter and 1KM to E-Seva counter. There is no official counter at midde center. However, the request of consumers will be examined and necessary action will be taken.

Point No.2 : As per the reply submitted by the DEE/Opn/town/Guntur vide Lr.No:DEE/O/T-2/GNT/AE.Comml/Dno:545/2013, dt:08-07-2013 “One no. new sub-station is proposed in Mangalagiri town and searching for site for construction of new sub-station”.

Point No.3: As per the reply submitted by the DEE/O/Town-2/Guntur vide Lr.No:DEE/O/T-2/GNT/AE.Comml/Dno:545/2013, dt:08-07-2013. “To avoid low voltage in mangalagiri 15 Nos. DTRs were energized for last six months and another 05 Nos. DTRs are under progress”.

Findings of the Forum:

1. The grievance of the complainant comprises of two items out of which the first one is about reestablishment of the collection counter at Middhae centre in the market area of Patha Mangalagiri for the convenience of the consumers of that area and the second item of his grievance is that there is low voltage persisting in the town and requires erection of additional transformers to overcome the problem.
2. For the first item being related to accounts wing of the licensee the Senior Accounts Officer being a district level officer replied that there are three numbers counters in Mangalagiri town at ERO, E-Seva and Mee-Seva. The place where the consumers requested for reestablishment of the counter is very nearer to Mee-Seva and one KM to E-Seva counters.
3. There is no official counter at the Midde centre and however the request of the consumers will be examined and action will be taken.
4. It is felt by the Forum that the licensee may have to establish the collection centers for the convenience of the consumers of that area depending upon the volume of collections irrespective of the counters operated by others.
5. The DE/Opn/Town-2/Guntur for the second item i.e. erection of new sub-station and providing of additional transformers to overcome the low voltage

problem replied that one number new substation of 33/11KV capacity was proposed and to avoid the low voltage problem about 15 numbers DTRs were energized in the last 6 months and another 5 numbers works are under progress.

6. The contention of the complainant about the low voltage is not specific and hence he shall have to mention the services suffering with low voltage problem such that the respondents will take suitable action to overcome the problem in specific.

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

ORDER

The respondents are directed that they shall examine the necessity of reestablishing the counter at the said Middle centre of Mangalagiri town irrespective of the E-Seva and Mee-Seva counters for the convenience of the consumers of that area.

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
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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.