

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

On this the 14th day of July 2015

In C.G.No:235 / 2014-15/Anantapur Circle

Present

Sri P.Venkateswara Prasad
Sri A.Sreenivasula Reddy
Sri T. Rajeswara Rao

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri N.Sudeer Reddy
C/o N.Gangi Reddy
D.No:1/161
Vengamma Cheruvu
Vengamma Cheruvu - Post Office
Puttaparthi
Anantapuramu-Dist
515144

Complainant

AND

1.Assistant Engineer/Puttaparthi Rurals
2.Assistant Divisional Engineer/Puttaparthi
3.Divisional Engineer/Kadiri

Respondents

Sri N.Sudeer Reddy C/o N.Gangi Reddy is a D.No:1/161 ,Vengamma Cheruvu ,Vengamma Cheruvu – Post Office ,Puttaparthi ,Anantapuramu - Dist, here in called the complainant, In his complaint dt:13.03.2015 filed in the Forum on dt: 13.03.2015 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 resident of D.No:1/161 ,Vengamma Cheruvu ,Vengamma Cheruvu – Post Office ,Puttaparthi ,Anantapuramu – Dist.

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2. He requested the Forum to rectify the Agriculture Distribution Transformer earthing problem at Vengalamma Cheruvu SS-III, 63 KVA , and to avoid the voltage fluctuation to his agriculture motor.

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

The respondent-1 i.e. the Assistant Engineer / Operation /Rural/Puttaparthi in his written submission dt:26.06.2015, received in this office on dt:1.07.2015 stated that:

1. The consumer Sri N.Sudeer Reddy S/o N.Gangi Reddy ,D.No:1/161, Vengalamma Cheruvu(Village) in Rural-Puttaparthi on 13.03.2015 at Puttaparthi sub-Division office, to rectify the Agriculture Distribution Transformer earthing problem at Vengalamma Cheruvu SS-III, 63 KVA , and to avoid the voltage fluctuation to his agriculture motor.
2. In this connection , on 20.03.2015 attending the location of Agriculture Distribution Transformer Structure of SS-III , 63 KVA of Vengalamma cheruvu (Village), Renovated all the earth pits and replaced damaged earth wires duly replacing with new GI wires, including bolts & nuts and found good condition in presence of the consumer no voltage is fluctuated to his agriculture motor is running in good condition. Further the consumer get satisfied.
3. Hence , the complaints may please be dropped from the “FORUM FOR REDRESSAL CONSUMER GRIEVANCE’ of Southern power Distribution Company of AP limited Tirupati, against filed by the consumer and between all the Respondents.

Findings of the Forum:

1. Sri N.Sudheer Reddy of Vengalammacheruvu, Puttaparthi rurals has lodged a complaint before the Forum during the Vidyuth Adalath conducted at Puttaparthi on 13.03.2015 stating that he has been suffering from voltage fluctuations to his

Agriculture service due to earthing faults in the distribution transformer and requested to rectify the same .

2. The Respondent No I in his submission dated 26.06.2015 received in this office on 01.07.2015 has stated that he has attended to the location of Agricultural Distribution Transformer on 20.03.2015 and renovated earth pits and replaced damaged earth wires duly replacing with new GI wires including bolts & nuts and ensured proper earthing and shown to the complainant about the adequate voltages.
3. Sri N.Sudheer Reddy has also expressed his happiness over the rectification works of the Respondent when he was contacted over phone on 01.07.2015 at 11.30 FN by the Member Accounts /CGRF.
4. The time standard fixed for rectifying the voltage fluctuations when no expansion of network is involved is 10 days in accordance with Sl.No VI of Schedule II Guaranteed Standards of performance and compensation to consumers in case of default as contemplated in Regulation No 9/2013. In the instant case the grievance of the complainant has been resolved within 7 days only.

ORDER

Since the grievance of the complainant has been resolved by the Respondents in consonance with the Regulation No 9/2013, the case is disposed off .

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the day of 14th July 2015.

Sd/-
Member(Legal)

Sd/-
Member(Accounts)

Sd/-
Chairperson

True Copy

Chairperson

To
The Complainant
The Respondents
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

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