

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

On this the 25th day of August 2015

In C.G.No:242/ 2014-15/Kurnool Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri N.Narendhra Reddy & 11 Others
C/o N.Sudhakar Reddy
MPTC
Naganathahalli
Ingaladahalli – Post office
Adoni
Kurnool- Dist
51838

Complainant

AND

1.Assistant Engineer/Rurals Adoni
2.Assistant Divisional Engineer/Adoni
3. Divisional Engineer/Adoni
4.Superintending Engineer/Operation/Kurnool

Respondents

Sri N.Narendhra Reddy C/o N.Sudhakar Reddy & Others are resident of Naganathahalli Village,Ingaladathalli – Post Office ,Adoni , Kurnool -Dist here in called the complainant, In their complaint dt:16.03.2015 filed in the Forum on dt:16.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

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1. He is the MPTC and resident of Naganathahalli Village, Ingaladathalli – Post Office, Adoni, Kurnool – Dist.
2. In their village there is low voltage problem.
3. In their village 50 poles are damaged which are laid 50 year back & the same are replaced and sufficient cable is required.
4. Two new BC colonies are developed, for this 20 poles are required.
5. Two additional Transformers are required.
6. In the middle of his village street 11 KV Transformer is there due to this problems are facing. So kindly shift the Transformer.
7. So kindly solve all the problems.

The respondent-2 i.e. the Assistant Divisional Engineer / O/APSPDCL/Adoni in his written submission dt:24.06.2015, received in this office on dt:20.08.2015 stated that:

1. On dt :16-03.2015 Sri .N.Narendra Reddy S/o N.Sudhakar Reddy, Naganathalli (V), Adoni (M) was represented the Hon'ble Chairperson/CGRF/APSPDCL/Tirupathi regarding low voltage and requirement of additional poles.
2. For the above it is submit that a 11 Nos poles was erected and a line was lied for electrification of new colonies at Naganathalli (V). 2 Nos S-Ph 16 KVA distribution Transformer were erected at 1 No SC Colony at 1 No BC Colony in Naganthahalli(V) to overcome the low voltage problem. Now there is no low voltage problem at Naganathalli (V) in Adoni (M).
3. The work was completed on 20.06.2015.

Findings of the Forum

1. Sri N.Narendra Reddy MPTC, Naganathanahalli and several others of the village have lodged a complaint before Forum during the Vidyut Adalat conducted at Adoni on 16.03.2015. The complaint include several problems which include the low voltage problem , replacement of damaged poles, erection of poles to BC Colony , providing of 2 Nos additional transformers and shifting one no. Distribution transformer from middle of the street to some other place.
2. The Respondent No 2 has submitted his reply dated 24.06.2015 and the same was received on 20.08.2015 in the Forum office. In his submission the Respondents has informed that :
 - a. 11 No's poles have erected and a line was laid for electrification of new colonies.
 - b. 2 No.s single phase 16 KVA Distribution transformers were erected one each at SC colony and BC colony to overcome the low voltage problem. He has also confirmed that the entire works were completed by 20.06.2015.
3. When the complainant has been contacted over his mobile by the Member accounts CGRF at 11.38 Am on 25.08.2015, the complainant has affirmed about resolving the low voltage problem and erection of poles and DTRs. He has also conveyed his gratitude towards the Respondents in completing the work and redressal of the grievance of the villagers.
4. The Respondent has not mentioned anything about shifting of the DTR from middle of the street to some other location, For this the Respondent require to educate the complainant being the MPTC and convince him to pay the shifting charges and ensure safety.

5. In accordance with SI No VI(ii) voltage fluctuations under column service area as contemplated in Schedule II Guaranteed Standards of performance and compensation to consumers in case of default vide amended regulation no 9/2013 read with principal Regulation No 7/2004 issued by Hon'ble APERC , the time standard fixed to resolve the low voltage problem by upgradation of distribution system i.e.120 days.

In the instant case the grievance of the complainant has been resolved on 20.06.2015 i.e well before the stipulated date and hence no compensation.

ORDER

The main problems of the complainant have been resolved by the Respondents within the time standard fixed by the APERC Regulations and hence the case is disposed off with an Advice to the complainant to register a complaint in the Customer Service , Adoni regarding shifting of the Transformer duly giving an undertaking to pay the shifting charges as per the estimate and get the work done to ensure proper safety.

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 25th day of August 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.