

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:248/ 2014-15/Kurnool Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri P.Hanumantha Reddy
C/o P.Thimma Reddy
D.No:21/26-2
SKD Colony
Adoni – Post office
Adoni
Kurnool- Dist
518301

Complainant

AND

1.Assistant Engineer/D1 Section Adoni
2.Assistant Divisional Engineer/Adoni
3.Divisional Engineer/Adoni
4.Superintending Engineer/Operation/Kurnool

Respondents

Sri P.Hanumantha Reddy C/o P.Thimma reddy is a resident of D.No:21/26-2, SKD Colony, Adoni - Post Office, Adoni , Kurnool –Dist, here in called the complainant, In his 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 a resident of D.No:21/26-2, SKD Colony, Adoni - Post Office, Adoni , Kurnool -Dist.
2. At SKD colony , 5th road extension , towards Kallumatam facing low voltage problem.
3. So, kindly rectify the problem.

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 P.Hanumantha Reddy , SKD colony of Adoni was represented the Hon'ble Chairperson ,CGRF, APSPDCL,Tirupati regarding the low voltage problem at an around his house. In this connection the location was inspected on 23.03.2015 along with Assistant Engineer D-I Section ,Adoni and observed that the said area is feeding from 2*16+25 sqmm AB cable line causing low voltage problem. Then a 2 Nos poles were separately erected to feed the 5th line of SKD colony Adoni from existing near by kallumatam transformer to over come the low voltage problem now there is no voltage problem to the SKD colony 5th road Adoni and consumer were getting normal voltages to that area.
2. The work is completed on 20.03.2015.

Findings of the Forum

1. During the vidyuth adalat conducted at Adoni on 16.03.2015 , Sri P.Hanumantha Reddy of SKD colony , Adoni has made a representation to the Forum and requested to resolve the low voltage problem being filed by the 5th road extension residents of SKD colony , Adoni.

2. In response to the notice issued to the Respondents by the Forum , the Respondents No 2 has submitted his reply of vide his letter dated 12.06.2015 which was received in the Forum on 20.08.2015 only. In his submission the Respondent No 2 has stated that he and his AE have inspected the location and they have arranged 2 Nos poles erected separately to feed the 5th line of SKD colony from existing near by Kallumatam transformer and redressed the grievance of the residents of the area. He has informed that the work was completed on 20.03.2015.
3. When the Member Accounts, CGRF had a teleconversation with the complainant on 19.08.2015 at 10.45 AM during the camp at Pathikonda , the complainant has accepted that the grievance of low voltage has been resolved and now they are getting adequate voltages.
4. In accordance with Sl No Vi (I) voltage fluctuations under the 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 , the time standard fixed to redress the low voltage problem by without expansion/enhancement of network is 10 days only. In the instant case the problem has been redressed by the Respondents within 4 days only . hence no compensation.

ORDER

The grievance of the complainant that the “Residents of 5th line SKD colony Adoni are suffering from low voltage” has been redressed by the Respondents and hence the case is disposed off accordingly.

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.