

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

On this the 21st day of August 2015

In C.G.No:208/ 2014-15/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Smt Tenali Nirmala
C/o Ramana Reddy
Main Road
Podalukur
Nellore-Dist
524345

Complainant

AND

1.Assistant Engineer/Podalakur
2..Assistant Divisional Engineer/Podalakur
3. Divisional Engineer/Nellore Rural

Respondents

Smt Tenali Nirmala C/o Ramana Reddy is resident of Main Road , Podalukur ,Nellore -Dist, here in called the complainant, In her complaint dt:23.02.2015 filed in the Forum on dt:23.02.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. She is a resident of Main Road, Podalukur, Nellore –Dist.
2. She is facing problem with low voltage to her area so that to erect the additional transformer and rectify the problem .

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

The respondent-1 i.e. the Additional Assistant Engineer / O/APSPDCL/Podalukur in his written submission dt:21.07.2015, received in this office on dt:06.08.2015 stated that:

1. The complaint was received from T.Nirmala , regarding regarding extending 24 hours supply during the adalath held at Podalukur on 23.02.2015.
2. In this connection , it is to submit that necessary steps to avoid low voltage such as tree cutting ,proper earthing of DTR s and load balancing etc., were taken and the problem has been solved.

Findings of the Forum

1. Smt Tenali Nirmala , The Sarpanch of Podalukur Gram Panchayat has lodged a complaint before the Forum on 23.02.2015 during the Vidyuth Adalath conducted there at Podalukur in her complaint , the Sarpanch revealed that residents of Balaji Nagar, Teachers colony , Panchayat Office, Rama Mandiram, Nimmakayala yard and Yadava Veedhi are suffering a lot with low voltage problem and hence requested to provide new Transformer.
2. The Respondent No 1 in his submission dated 21.07.2015 received in the Forum on 06.08.2015 has informed that the low voltage problem of the complainant has been solved by arranging tree cutting , proper earthing of DTRs and load balancing.
3. The time standards fixed for resolving the low voltage without expansion /enhancement of network is 10 days only in accordance with Sl.No VI (i) under service area as contemplated in Schedule II Guaranteed Standards of performance and compensation to consumers in default vide Regulation No 9 /2013 issued by the Hon'ble APERC . But in the instant case the low voltage problem seems to have been resolved by 07.06.2015 only .i.e with a delay of 93 days (from 06.03.2015 to 06.06.2015). It is observed from the letter of the Respondent addressed to the Sarpanch dated 07.06.2015 and acknowledged by Sarpanch on 07.06.2015, That the low voltage problem might have been resolved by 07.06.2015 only.
4. Since number of consumers affected in the Gram Panchayat could not be ascertained and further the grievance relate to more than 6 streets , the Forum feels it is appropriate to direct the Respondents to be more vigilant

and initiate necessary steps to resolve such issues in time in future to avoid levy of penalties.

ORDER

The Respondents are directed to be more careful in future in resolving the problems elucidated in Regulation No 9/2013 issued by the Hon'ble APERC and avoid hardship to the consumers and also avoid levy of compensations on the Respondents . Further since the grievance of the complainant, i.e Sarpanch Gram Panchayat Podalakur has been resolved by the Respondents, 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 21st 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.