

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

On this the 31st day of March, 2015

In C.G.No: 166/ 2014-15/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri V.Narayana Reddy
S/o Pedda Penchala Reddy
Tegacherla
Tegacherla– Post Office
Rapur
Nellore - Dist

Complainant

AND

1.Assistant Engineer/Rapur
2.Assistant Divisional Engineer/ Rural Gudur
3.Divisional Engineer/| Gudur

Respondents

Sri. V.Narayana Reddy S/o Pedda Penchala Reddy is a resident of Tegacherla village , Tegacherla Post , Rapur, Nellore – Dist herein called the complainant, In his complaint dt:20-09-2014 filed in the Forum on dt: 20-09-2014 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 Tegacherla village , Tegacherla Post Office and Rapur Mandal , Nellore- Dist with Sc.no: 127
2. The Consumer given complaint in Vidyuth Adalath Progam on 20.09.2014 at Rapur about low voltage.

CG.No:166/2014-15/Nellore Circle

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

The respondent-I i.e. the Assistant Engineer /Operation /Rapur in his written submission dt:05-03-2015, received in this office on dt:09-03-2015 stated that:

1. The Consumer given complaint in Vidyuth Adalath Progam on 20.09.2014 at Rapur about low voltage.
2. The estimate was sanctioned ,the work order has applied and the 5KVA additional DTR has been erected on 22.11.2014 to avoid low voltage problem.
3. The consumer satisfied by erecting additional DTR to avoid low voltage problem.

Findings of the Forum:

1. During the Special Vidyuth Adalath conducted by the Forum on 20.09.2014 at Rapur of Gudur Division, Sri V.Narayana Reddy of Tegacherla complained that they are suffering from low voltage problem since the lines are 1 Km away from their services and requested the Forum to arrange to erect one SQ DTR to avoid low voltage.
2. On receipt of the notice from the Forum the Respondent no 1 has promptly responded and erected one 5 KA Additional DTR at the location.
3. The Complainant vide his letter dated 22.11.2014 has also continued about the fact of erection of DTR and also expressed his gratitude for the same.
4. In accordance with the Guaranteed Standards of performance, the low voltage problem termed as voltage fluctuations shall be resolved within 120 days from the date of the complaint. In the instant case the due date falls on 18.01.2015, whereas

the Respondent No 1 has redressed on 22.11.2014 i.e., within 63 days of the complaint.

ORDER

Since the Respondents have fulfilled the Guaranteed Standards of performance in resolving the Complainant's problem of low voltage by erecting Addl.DTR within stipulated time , The case is allowed and disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 31st day of March, 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.