

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

On this the 25th day of May 2015

In C.G.No:119/ 2014-15/Ongole Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri PV Surendra Kumar & Others
S/o Chandra Sekhar Rao
Markapur
Markapur – Post Office
Markapur
Prakasam – Dist
523316

Complainant

And

1.Assistant Engineer/Markapur Town
2.Assistant Divisional Engineer/Markapur
3.Divisional Engineer/Markapur
4.Superintending Engineer/Operation/Ongole

Respondents

Sri PV. Surendra Kumar S/o Chandra Sekhar Rao is a resident of Markapur ,Markapur – Post Office ,Markapur ,Mandal , Prakasam- Dist. herein called the complainant, in his complaint dt:18.08.2014 filed in the Forum on dt:18.08.2014 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 resident of Markapur , Markapur – Post Office ,Markapur Mandal, Prakasam – Dist .
2. Four Service connections in Industrial Estate area the Sc.No's are :8778,7536,6534,6535 are connected to 100 KVA Transformer having a total load of 174HP.
3. Due to over load they could not run the factories properly.
4. So kindly rectify the problem and erect one no. Additional Transformer.

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

The respondent-1& II & III i.e. the Assistant Engineer/Operation/Markapur Town,Assistant Divisional Engineer/Markapur and Divisional Engineer/Markapur in their combined written submission dt:31.03.2015, received in this office on dt:08.04.2015 stated that:

1. One No. Additional Distribution Transformer was erected due to overload on the existing Distribution Transformer No.47 Operation of Markapur Town, Industrial Estate on 27.09.2014.
2. The Estimate for Addl.D.T.R. sanction under SDR IMP No.467/14-15 of DEE/Ope./Markapur.W.B.S.No.T-2014-03-02-21-01-020 D.T.R.SL No.349370- VE-100KVA.

Findings of the Forum:

1. Sri P.V.Surendra kumar and Sri Dastagiri of Markapur have lodged a complaint before the Forum stating that there are four Industrial services with a load of 174HP is existing under the 100KVA DTR of Industrial Estate, Markapur Town and the DTR was overloaded and hence requested to provide one additional DTR.
2. In their Joint submission , the Respondents 1,2 &3 have stated that 1 no. additional Distribution Transformer was erected on 27.09.2014. to relieve the complainants services from overload.

3. In accordance with the Guaranteed Standards of performance as contemplated in Sl.No.VI(ii) under schedule II of Regulation No 9/2013, the time standard fixed to redress voltage fluctuations (overload/low voltage) if upgradation of distribution system is required is 120 days from the date of receipt of complaint.

In the instant case the complaint was lodged on 18.08.2014 and hence the stipulated time will lapse on 16.12.2014, whereas the Respondents have redressed the grievance on 27.09.2014.

ORDER

Since the grievance of complainant to provide one no. additional DTR has been redressed by the Respondents within the stipulated period, 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 May 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.