

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:109/ 2014-15/Ongole Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Mattamalla Raju
S/o Rangaiah
Komarolu Village
Komarolu – Post Office
Komarolu Mandal
Prakasam - Dist

Complainant

AND

1.Assistant Engineer /Komarolu
2.Assistant Divisional Engineer/Giddalur
3.Divisional Engineer/Operation/Markapur

Respondents

Sri Mattamalla Raju S/o Rangaiah is a resident of Komarolu village , Komarolu – Post Office,Komarolu 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:

1. He is a resident of Komarolu village,komarolu – Post Office Komarolu Mandal, Prakasam – Dist with Sc.No:1588.

2. He has stated that there are frequent power interruptions for all services in his bazaar after 7-00 hrs at evening and they are suffering from frequent power supply failure and also requested to provide uninterrupted power supply.

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

The respondent-I i.e. the Assistant Engineer /Komarolu in written submission dt: 1.02.2015, received in this office on dt:18.03.2015 stated that:

1. He submit that the notice was received regarding complaint of Sri Mattemala Raju native of Komarolu town having ScNo:1588 of Komarolu to provide uninterrupted power supply along with all services in his after 7 pm.
2. For this complaint they prepared an improvement 100 KVA D.T.R estimate vide WBS Element No.T -2013-03-02-41-02-002 and the 100 KVA D.T.R drawn from stores on 28.7.2014 and the D.T.R was changed on 20.09.2014. And now there is no over load problem or no section fuses blowing off problem or no low voltage problem.
3. They enquired the complainant and discussed about our work to solve the low voltage problem.the letter is also enclosed.

Findings of the Forum:

1. During the special Vidyuth Adalath conducted at Markapur sub division by the Forum on 18.08.2014, Sri Mattemalla Raju tenant of Sc.no :1588 of Komaral has lodged a complaint stating that there are frequent interruptions of power supply to all the consumers residing in the street everyday after 7.00 pm and requested to extend uninterrupted power supply.
2. The Respondent No 1 after receipt of notice from the Forum has got the estimate sanctioned for erection of one no 100 KVA DTR and erected the same on 20.09.2014.After erection of Additional DTR, there are no low voltage,power failure, interruptions in the street.

3. In accordance with Guaranteed Standards of performance as contemplated in Sl.No VII(ii) of Annexure II of the Regulation No 9/2013, in case of voltage fluctuations where upgradation of distribution system is required, the same shall be resolved by the licensee within 120 days from the date of complaint .In this instant case, the due date will expire by 16.12.2014,whereas the Respondents have erected the additional DTR on 20.09.2014 i.e will before the stipulated time.

In view of the above , the Forum has passed the following order.

ORDER

Since the additional DTR was erected well within the permissible limit of 120days as per the Regulation of 9/2013 and further since the complainant himself in submission expressed his satisfaction over the service rendered by the Respondents,the case is allowed and disposed off accordingly.

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.

