

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:174/ 2014-15/Ongole Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri A.Venkateswarulu
C/o Kotaiah
Dr.No:32
Peddivaripalem Village
Jagarlalamudi – Post Office
Parchuru Mandal
Prakasam - Dist

Complainant

AND

1.Assistant Engineer/Parchoor
2.Assistant Divisional Engineer/Parchoor
3. Divisional Engineer/Chirala
4.Superintending Engineer/Operation/Ongole

Respondents

Sri A.Venkateswarulu resident of Peddavaripalem village ,Jagarlamudi Post Office Parchuru Mandal, Prakasam - Dist. herein called the complainant, In his complaint dt:16-10-2014 filed in the Forum on dt: 16-10-2014 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 at of Peddavaripalem village ,Jagarlamudi Post Office Parchuru Mandal, Prakasam - Dist. Chirala , Prakasam – Dist
2. In his village there is a problem of low voltage so kindly rectify the problem.
3. He Lodged a complaint in the Forum for the Justice .

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

The respondent-I i.e. the Additional Assistant Engineer in written submission dt: 31-03.2015, received in this office on dt:1.04.2015 stated that:

1. He submit that an estimate is prepared for erection of 1No16KVA SPh Distribution Transformer to improve the tail end voltages under SS- 3 at peddavaripalem village and submitted vide Lr.No.AAE/O/PCR/D.NO.410/14, dt 31.10.2014.
2. The estimate is sanctioned and the DTR is already charged.

Further The respondent-II i.e. the Assistant Divisional Engineer in written submission dt: 31-03.2015, received in this office on dt:01.04.2015 stated that:

1. He submits that low voltage problem at Peddavaripalem village against CG No .174/2014-15 was rectified by erecting 1 No 16 KVA DTR and the work is completed on 15.11.2014.

Findings of the Forum:

1. During the Special Vidyuth Adalath conducted at Chirala on 15.10.2014 by the Forum, Sri A.Venkateswarulu of Peddavaripalem village,Parchuru mandal has lodged a complaint stating that there is low voltage problem in his village and requested to redress the problem.
2. The Respondents have initiated the action and erected one no 16 KVA DTR on 15.11.2014 and they resolved the low voltage problem.
3. As per the Guaranteed Standards of performance ,Schedule II,Sl.No VI ii of Regulation no 9/2013 issued by the Hon'ble APERC, whenever upgradation of distribution system is required to resolve low voltage problem/voltage fluctuations ,the same shall be resolved within 120 days from the date of receipt of such complaint.

In the instant case the low voltage case was booked on 16.10.2014 and the permissible time limit will expire by 13.02.2015.Nevertheless the Respondents have resolved it on 15.11.2015 i.e., well before the due date.

ORDER

Since the low voltage problem of the Complainant has been resolved well within the stipulated time limit by erecting 16 KVA DTR, the case is 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.