

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

On this the 26th day of June 2014

In C.G.No:23/ 2014-15/Guntur Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Satish Kumar

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri K.Krishna Murthy
C/o K.S.Narayana
DNo:6-6-34/7AGandhi Chowk,
Tenali Town –Post,
Tenali Town,
Guntur-Dist-522201

Complainant

And

1. Assistant Engineer/Operation/D-3/Tenali
2. Assistant Divisional Engineer/Operation/Town/Tenali
3. Divisional Engineer/Operation/Tenali
4. Superintending Engineer/Operation/Guntur

Respondents

Sri K.Krishna Murthy, C/o K.S.Narayana resident of DNo:6-6-34/7AGandhi Chowk, Tenali Town –Post, Tenali Town, Guntur-Dist-522201 herein called the complainant, in his complaint dt:23-05-2014 filed in the Forum on dt:23-05-2014 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 domestic consumer near Gandhi Chowk of Tenali town, in Guntur District and he is suffering with voltage fluctuations mostly during night times and due to the said problem his two numbers inverters were damaged.

2. Requested to change the distribution line and the service wire is required.

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

The respondent-1 i.e. the Assistant Engineer/Operation/D-3/Tenali in his written submission dt:05-06-2014, received in this office on 07-06-2014 stated that:

1. The complainant of Sri K.Krishna Murthy of Gandhi Chowk, Tenali reported for voltage fluctuations at their area. The said location area comes under Tenali SS-371 (315KVA). The voltage fluctuations is occurred due to transformer section board fuse contacts got burnt. The section board was replaced on 28-05-2014. Now the supply is checked and found normal. The voltage fluctuations problem rectified.

Findings of the Forum:

1. The grievance of the complainant is that he is suffering with voltage fluctuations mostly during night times damaging his two numbers inverters. Requested to rectify the problem by taking suitable steps necessary.
2. The respondent-1 i.e. AAE/Opn/D-3/Tenali in his reply stated that the service of the said complainant is fed from SS-371, Tenali having a transformer with a capacity of 315KVA and the said fluctuations is occurred due to burning of section fuse contacts on the LT distribution board. The same was replaced on 28-05-2014 and the voltages were found normal. Thus the problem of fluctuations in voltages was rectified.
3. However it is felt by the Forum that the respondents shall identify such defects during their maintenance of the DTR's and the lines and rectify the same immediately in the interest of safety of the transformers, lines and other

associated equipment of the department besides safeguarding the valuable appliances of the consumers to avoid such complaints in future .

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

ORDER

The respondents shall identify such defects during their maintenance of the DTR's and the lines and rectify the same immediately in the interest of safety of the transformers, lines and other associated equipment of the department besides safeguarding the valuable appliances of the consumers to avoid such complaints in future.

Accordingly the case is allowed in full 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 26th day of June 2014.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

To
The Complainant
The Respondents
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.