

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 , 2015

In C.G.No:121/ 2015-16/Kurnool Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri MD.Iqbal and others
Plot.No;34
Minority Colony
Adoni
Kurnool – Dist
518301

Complainant

And

1.Assistant Engineer/Adoni
2.Assistant Divisional Engineer/Adoni
3.Divisional Engineer/Adoni
4.Superintending EngineerOperation/Kurnool

Respondents

Sri.MD.Iqbal and Others are residents of Minority Colony ,Adoni, Kurnool - Dist. herein called the complainant, in their complaint dt:22-05-2015 filed in the Forum on dt:22-05-2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that:

1. They are residents of Minority Colony ,Adoni , Kurnool –Dist.
2. This colony is formed in 2002 in this colony over 100 families are living . They are very poor and they are paying bills regularly.

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3. In their colony the low voltage is high, in night times problem is severe and they are requested the Officials of Electricity for solving the problem but they are not responded.
4. One little child taken a snake in his hands thinking that it is rope.
5. Since from 2 months they complained to the Toll Free no. but there is no response.
6. So kindly rectify the problem.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation /APSPDCL/Adoni in his written submission dt:16.06.2015, received in this office on dt:20.06.2015 stated that:

1. An additional 100KVA DTR was erected and charged on 10.06.2015 to feed the minority colony, Adoni exclusively in the presence of public of minority colony and Aawaz committee members of Adoni.
2. The same was published on daily news papers and the same was herewith enclosed. Now there is no low voltage problem to the people residing in minority colony, Adoni.

Findings of the Forum:

1. Sri Md Iqbal and several others of Minority Colony, Adoni have lodged a complaint before the Forum through their letter dated 11.05.2015 received in this office on 14.05.2015 stating that inspite of their request from time to time to the local officers to resolve the long pending low voltage problem of their colony ,it was left its fate and finally requested to resolve the low voltage problem.
2. The Respondent No 2 in his submission to the Forum notice has stated that they have arranged one no.additional 100KVA distribution transformer erected and charged on 10.06.2015 to feed to the Minority Colony. He has also enclosed one.no.News paper clipping about the erection of Transformer at Minority Colony to resolve the low voltage problem there.
3. In accordance with Sl.No VI (ii) of Guaranteed Standards of Performance as contemplated in Regulation No9/2013, the time standard fixed for upgradation of

distribution system to avoid voltage fluctuations is 120 days .But in the instant case the Respondents have provided one.no additional DTR to the Complainants Colony on 10.06.2015 i.e., within 19 days from the date of booking of the complaint by the Forum.

ORDER

Since the long pending grievance of the complainant to redress their low voltage problem has been resolved by the Respondents in accordance with Guaranteed Standards of Performance, 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 26th day of June 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.