

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:89/ 2015-16/Tirupati Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri G.Ramakrishnama Naidu
D.No:8-1 Ramanaidu Colony
Nagari
Nagari – Post Office
Nagari
Chittoor- Dist
517590

Complainant

sAnd

1.Assistant Accounts Officer/Nagari
2.Assistant Engineer/Nagari Operation Town
3.Assistant Divisional Engineer/Nagari

Respondents

Sri G.Ramakrishnama Naidu is a resident of D.No:8-1 Ramanaidu Colony , Nagari – Post Office ,Nagari, Chittoor -Dist herein called the complainant, in his complaint dt:06-05-2015 filed in the Forum on dt:06-05-2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that:

1. He is a resident of D.No:8-1 Rama Naidu Colony , Nagari –Post Office ,Nagari ,Chittoor-Dist.

2. He has lodged a complaint regarding Meter creeping and load fluctuation in respect of Service No.5312200001354 & 5312200003237 of Nagari –A respectively .

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

The respondent-1 i.e. the Assistant Accounts Engineer/ERO/APSPDCL/Nagari in his written submission dt:15.05.2015 , received in this office on dt:18.05.2015 stated that:

1. The Complainant Sri G .Ramakrishnama Naidu has complained in his notice that requesting for meter creeping and load fluctuation in respect of Service No.5312200001354 & 5312200003237 of Nagari –A respectively .
2. In this connection, it is to submit that AE/O/Nagari has changed meter on 14/05/2015 for the Service No.5312200001354, and for load fluctuations, addl Transformer is erected and commissioned on 13/05/2015 in the premises of Sc.no.5312200003237 of Nagari – A vide 2nd cited above.
3. In turn the consumer's willingness letters is also submitted to AAE/O/Nagari and the same is here with submitted along with other documents for favour of perusal please.
4. This is submitted for information and for issuing necessary orders please.

Findings of the Forum:

1. During the Vidyuth Adalath conducted at Nagari on 06.05.2015 by the Forum Sri G.Ramakrishnama Naidu and Sri M.Babu of Nagari have lodged complaints before the Forum stating that the meter for Sc.No 1354 is creeping and there are load fluctuations to Sc.No.3237.
2. Soon on receipt of notice the Respondents No 1 has submitted his reply wherein he has stated that the meter of the service no 1354 was changed on 14.05.2015 and one No. Additional Distribution Transformer was provided on 13.05.2015 and thus the low voltage problem of consumer no 3237 has been resolved.

3. The Complainants in their letters addressed to the Respondent No 2 have expressed their satisfaction over the services rendered to them by the Respondents.

ORDER

Since the grievances of both the Complainants have been resolved by the Respondents to the satisfaction of Complainants within stipulated time limit in accordance with Schedule II Guaranteed Standards of Performance as contemplated in Regulation 9/2013, 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.