

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

On this the 28th day of May 2019

C.G.No:71/2018-19/Vijayawada Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

J. Satyanarayana,
S/o. Annapoornaiah ,
Gopuvanipalem,
Pamidimukkala,
Krishna -Dist.

Complainant

AND

1. Assistant Executive Engineer/O/Pamidimukkala
2. Deputy Executive Engineer/O/Pamarru
3. Executive Engineer/O/Machilipatnam

Respondents

* * *

ORDER

1. Complainant presented a complaint wherein he has informed that he is having AGL service connection No. 6233312000300 in Gopuvanipalem (V) of Pamidimukkala (M). His service is at the tail end of SS-6 63 KVA DTR in which there are 25 AGL Service connections. Being his service is at tail end of the transformer his AGL motor is not running due to low voltage problem. Hence requested to rectify the low voltage problem.
2. Respondent No.3 in his written submission has stated that an improvement estimate was sanctioned vide SDR No. IMP 92/18, Dt: 18.06.2018 for providing of additional 25 KVA DTR. While execution of the work it was noticed that the crops are under culture stage at field and hence there is no possibility to erect DTR in the field. However the low voltage problem was solved temporarily and the complainant also satisfied. The respondent further submitted that the erection of DTR work will be completed soon after completion of harvesting.

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DESPATCHED

DATE

4/6

3. Respondent No.4 in his written submission Dt: 03.08.2018 which was received by the Forum on 13.12.2018 stated that the work will be completed after harvesting of the crop by the end of December' 18.
4. The complainant in his letter addressed to Chairperson/CGRF has apprised that the respondents have drawn the requisite materials for erection of 1 No. additional distribution transformer to overcome the low voltage problem. But since due to ongoing crops in his field he has requested the respondents to erect the DTR only after completion of the harvesting. The complainant further informed that the low voltage problem was temporarily resolved.
5. When the complainant was contacted by the Secretary/CGRF on 21.05.2018 at around 4.30 P.M. complainant informed that DTR was not yet provided.
6. Hence respondents are directed to erect new DTR within 15 days from the date of receipt of this order and submit compliance report within 15 days.
7. Accordingly the complaint is disposed off.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008. , within 30 days from the date of receipt of this order.

This order is passed on this, the day of 28th May 2019.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Finance)	Member (Technical)	Independent Member	Chairperson

Forwarded By Order



Secretary to the Forum

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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