

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

On this the 29th day of February 2020

C.G.No:64/2019-20/ Guntur Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Independent Member

Between

K.L. Narasimhan,
Chilakammavaripalem,
Chinthalapudi,
Nagaram,
Guntur Dt.

Complainant

AND

1. Assistant Executive Engineer/O/ Nagaram
2. Deputy Executive Engineer/ Cherukupalli
3. Executive Engineer/O/Bapatla

Respondents

ORDER

1. Complainant presented a complaint before the Forum for rectification of variable voltage fluctuations due to increasing heavy loads on the existing transformer.
2. Respondent No.1 submitted his written submission before the Forum wherein he submitted that the transformer Matlapudi SS - 7 was failed on 31-10-2017, hence a new transformer was replaced on the same day. Since then the transformer is running in good condition till to date for nearly two years. As the complainant filed a complaint in customer care centre regarding low voltage fluctuations on the transformer, an estimate was prepared for enhancement of existing DTR capacity from single phase 15 KVA to single phase 50 KVA and got sanctioned. But DTR is not available in the stores.
3. Complainant when contacted over phone on 11.12.2019 at 4:15 P.M, he informed to the Forum that his problem was resolved.

DESPATCHED

DATE 01/03
[Signature]

4. At the time of personal hearing on 12.02.2020 it is reported that the transformer is charged.
5. In view of the above as the grievance of the complainant is resolved, the case is disposed off accordingly in favour of the complainant.


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 29th February 2020.

Sd/-
Independent Member

Sd/-
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.