

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

This the 21st day of July 2012

C.G.No:58/2012-13/Vijayawada Circle

Present

*Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy*

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

Between

Sri G.V.Suryanarayana Raju
C/o Janaki Ramaraju
Tadinada Village & Post
Kalidindi Mandal
Krishna-Dist

Complainant

And

1. Assistant Engineer/Operation/Kalidindi
2. Assistant Divisional Engineer/Operation/Kaikaluru
3. Divisional Engineer/Operation/Gudiwada

Respondents

Sri G.V.Suryanarayana Raju, C/o Janaki Ramaraju resident of Tadinada Village & Post Kalidindi Mandal, Krishna-Dist herein called the complainant, in his complaint dt:17-5-2012 filed in the Forum on dt:17-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is a consumer with SCNo: VJA 3025 at Tadinada village of Kalidindi Mandal and the supply is being utilized for an ice factory with the title Suryakiran Ice Factory.

2. His industry is suffering with low voltage and unscheduled power cuts.
3. Requested for uninterrupted supply for his industry.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Kalidindi in his written submission dt:NIL received in this office on dt:18-7-2012 stated that:

1. The said service of the complainant is at Tadinada Village of Kalidindi section and is fed from 33/11 KV Pallewada substation on 11KV industrial feeder.
2. It is one among many other industries on the said feeder, but there is no complaint of low voltage from any other of the consumers excepting this.
3. After through verification of the feeder it was noticed that the tapping jumper on the 11KV feeder near SC No: VJA 3025 M/s Suryakiran Ice factory found defective (Loose contact).
4. The above problem was rectified on 21-5-2012 by fixing new jumpers and found OK.
5. The feeder on which the said service is tagged on is of 24 hrs 3 phase at 11KV and the interruptions due to scheduled LRs and emergency LRs as per the instructions of LMC, Tirupati and load dispatch Hyderabad.

Findings of the Forum:

1. The grievance of the complainant comprises of two items out of which the first one is about low voltage and the second one is about interruptions.
2. The first item i.e. low voltage problem is to be resolved within 10 days of the complaint where there is no necessity of expansion /enhancement of network in accordance with the Guaranteed standards of performance.
3. Here in this case the complaint was made on 17-5-2012 and is to be resolved by 24-5-2012, according to the item-2 above.
4. But the respondents resolved the problem by 21-5-2012 i.e. well within the scheduled period and hence there is no deficiency of service on the part of the respondents as far as this item is concerned.
5. Coming to the second point i.e. untimely interruptions in supply to his industry, the respondents reported that the interruptions are on account of scheduled and unscheduled LR's on emergency basis which are beyond their control and are not due to local problems.
6. The contention of the respondents above is acceptable and hence there is no deficiency of services with regards to the second item also.
7. As such there is no deficiency of service on the part of the respondents in toto and hence no compensation need to be awarded.

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

ORDER

The respondents are directed that the 11KV lines and the 33 KV lines shall be patrolled periodically as per the standards and rectify the defects if any noticed immediately during such inspections of the lines to avoid any such loose contacts in the lines.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 21st day of July 2012.

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 submitted to the Honourable Ombudsman, APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

Filename: Order 58.doc
Directory: E:\CGRF Cases\Cases 2012-13\Vijayawada\VJA 58
Template: C:\Documents and Settings\Administrator\Application
Data\Microsoft\Templates\Normal.dot
Title: BEFORE THE FORUM FOR REDRESSAL OF
CONSUMER GRIEVANCES OF SOUTHERN POWER DISTRIBUTION
COMPANY OF A
Subject:
Author: apspdcl
Keywords:
Comments:
Creation Date: 04/09/11 11:50:00 AM
Change Number: 4,148
Last Saved On: 28/07/12 5:11:00 PM
Last Saved By: CGRF
Total Editing Time: 2,194 Minutes
Last Printed On: 25/11/13 4:46:00 PM
As of Last Complete Printing
Number of Pages: 4
Number of Words: 681 (approx.)
Number of Characters: 3,885 (approx.)