

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

This the 28th day of September 2012

C.G.No:102/2012-13/ Tirupati 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. A.Sudhakar Reddy,
S/o Doraswamy Reddy (late),
Boosipalli Village., Tenepalli Post.,
Puthalapattu Mandal.,
Chittoor-Dist

Complainant

And

1. Assistant Engineer/Operation/Puthalapattu
2. Assistant Divisional Engineer/Operation/Rurals-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. A.Sudhakar reddy, S/o late Doraswamy Reddy resident of Boosipalli Village., Tenepalli Post., Puthalapattu Mandal., Chittoor-Dist herein called the complainants, in his complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 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 an agriculture consumer with S.C.No: 21 at Busipalle of Puthalapattu Mandal in Chittoor Dist.
2. The contracted load of his above service is 10HP and the lines feeding the said service are passing through the mango gardens resulting in low

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voltage problem and failure of motors during rainy seasons with fuse failures.

3. The said mango trees were earlier at the time of laying the lines were very small and did not effect the power supply, but now due to touching of the trees by the bare conductors of the line, fuses are blowing off.
4. Requested for replacement of the conductor with cable wire.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submission dt:25-6-2012 received in this office on dt:24-09-2012 stated that

1. He had inspected the location and prepared estimate for insertion of pole was submitted to DE/Opn/Chittoor vide WBS No:T-2012-05-01-21-04-016.
2. Duly taking the sanction and work order the work will be completed soon.

Findings of the Forum:

1. The grievance of the complainant is about low voltage due to touching of the bare lines with the mango trees and requested for replacement of the conductor with insulated cable.
2. The grievance is an item specified in the Guaranteed Standards of Performance, and is to be resolved within 120 days from the date of the complaint. But here in this case, the complaint was filed on 23-05-2012, and hence is to be resolved by 22-09-2012.

3. The respondent-1 in turn replied that he took initiative, inspected the area, prepared estimate and submitted to the respondent-3, the Divisional Engineer/ Operation/Town /Chittoore.
4. So far there is no compliance from the respondents excepting that report of the respondent-1, above though the scheduled date was lapsed by 22-09-2012.
5. It appears that there is necessity of replacement of poles in the said area with lengthy ones to raise the height of the lines for maintaining proper ground clearances to avoid low voltage.
6. The respondents shall complete the said work of rectifying the low voltage immediately on top priority and are liable to compensate the complainant @ Rs.100/- for each day of delay beyond the scheduled date, ie 22-09-2012.

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

ORDER

The respondents are directed to

1. Resolve the problem of low voltage for the complainant not later by 15-10-2012 / immediately.
2. Remit the amount of Rs 2300/- compensation @ Rs.100/- for each day counting from 22-09-2012 to the date of resolution i.e. 15-10-2012.
3. Report compliance on the items-1 and 2 above within a week of resolving the problem

Accordingly the case is allowed and disposed off

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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 28th day of September 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.

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