

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

This the 31st day of August 2012

C.G.No:111/2012-13/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 K.Bhaskar Rao
S/o Sanyasi and Others
DNo: 10-86,
Pamarru (Village, Post and Mandal)
Krishna-Dist-521157.

Complainant

And

1. Assistant Engineer/Operation/Pamarru
2. Assistant Divisional Engineer/Operation/Pamarru
3. Divisional Engineer/Operation/Machilipatnam
4. Superintending Engineer/Operation/Vijayawada

Respondents

Sri K.Bhaskar Rao, S/o Sanyasi and Others residents of DNo: 10-86, Pamarru (Village, Post and Mandal), Krishna-Dist-521157 herein called the complainant, in their complaint dt:06-6-2012 filed in the Forum on dt:06-6-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are residents and consumer of Velamapeta of Pamarru Village and they are supplied electricity from SS-14 of Pamarru.
2. They are facing low voltage problem since long time and appraised the problem to the electricity officials from whom they got reply that the supply line was changed temporarily in view of construction of new bridge across the canal.

3. The said bridge work was completed but their voltage problem is not solved though they were informed that the lines are restored to normalcy.
4. Because of the low voltage their appliances are not working properly and are afraid of equipment damage.
5. Requested for resolution of their low voltage problem.

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

The respondent-2 i.e. the Additional Assistant Engineer/Operation/Pamarru in his written submission dt:13-6-2012 received in this office on dt:14-8-2012 stated that:

1. The contents made by the complainant in his representation were not brought to his notice in any point of time or even earlier to the vidyuth adalath conducted on 6-6-2012.
2. He had conducted detailed inspection in the area including the premises of the complainant along with others, but no such low voltage was noticed even in the peak loads and the voltages observed by him are as follows.

<u>Date</u>	<u>Volatge</u>	<u>Timings</u>
05-06-2012	220 Volts	19:30 hrs
09-06-2012	210 Volts	20:15 hrs
11-06-2012	215 volts	20.30 hrs

3. From his observations above the contentions of the complainant are not true.

Findings of the Forum:

1. The grievance of the complainants is about the low voltage developed as a result of change in feedings of 11KV due to some local construction work.

2. In accordance with Guaranteed Standards of Performance low voltage problem is to be resolved within 10 days from the date of complaint where there is no necessity of expansion/enhancement of network.
3. Though the complainants mentioned that they have represented the matter to the local officials their problem was not solved, there is no proof to that effect giving strength to the statement of the respondents that none have approached and brought the matter to their notice except on 6-6-2012 during adalath.
4. AS such the date of complaint is taken as 6-6-2012 and the grievance is to be resolved by 16-6-2012.
5. The respondent-1 i.e AE/Opn/Pamarru in his reply stated that during his inspection of the area under complaint he noticed that the voltages are ranged from 210 to 220 Volts on different dates from 6-6-2012 to 11-6-2012 during the peak hours i.e. in between 19:30 and 20:30 hrs and there is no necessity to take further action upon the issue.
6. But as per the Standards of Performance the maximum voltage fluctuation allowed is + / - 6 % of 230 volts in each phase at the point of commencement of supply to the consumer which indicates that the minimum voltage to be maintained is 216.2 volts where as it was 210 volts on 9-6-2012 i.e. 6 volts less as mentioned by the respondent-1.
7. As such Forum feels that the contention of the respondent that there is no necessity of further actions in improving the voltages as requested by the complainants is on account of his ignorance and is not acceptable and hence the respondents shall take action to improve the voltage in the said area not later by 30-9-2012.

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

ORDER

The respondents are directed to

1. Improve the voltages to the area to the rated not later by 30-9-2012.
2. Report compliance by 07-10-2012 on the items-1 above of the order.

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 31st day of August 2012.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Legal)	Member (C.A)	Member (Accounts)	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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