

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

**This the 17<sup>th</sup> day of October 2012**

**C.G.No:158/2012-13/Ongole 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.Chenna Kesava Rao,  
Dno:10-129/3,  
Kandulapuram Road,  
Cumbam Post & Mandal,  
Prakasam-Dist.

Complainant

*And*

1. Assistant Accounts Officer/ERO/Cumbum
2. Assistant Engineer/Operation/Cumbum
3. Assistant Divisional Engineer/Operation/Cumbum
4. Divisional Engineer/Operation/Markapuram
5. Superintending Engineer/Operation/Ongole

Respondents

\*\*\*

Sri. K.Chenna Kesava Rao Resident of Dno:10-129/3, Kandulapuram Road, Cumbum Post & Mandal, Prakasam-Dist. herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. The supply is being interrupted in the night times also causing difficulty and requested to see that the supply is provided at least for the nights.
2. Though there is power cut for 12 hrs in a day, but the CC.Charges are on high side may be reduced.
3. Requested for waival of surcharge for the belated payments.

4. The energy meters fixed in the recent are mostly recording wrong readings being digital meters.
5. Requested for checking of the meters before installation.
6. At many places trees are touching the 11KV and the 33 KV lines and causing interruptions during rains and winds and also due to non providing of HG fuses to the transformers, the inter line is getting interrupted.
7. Requested for providing HG fuses sets for all the distribution transformer.
8. There is no fencing to the transformer at the MRO office, there is low voltage in the fire station office area and is to be rectified.
9. Requested for extension of supply to the houses along Kandulapuram Road by tapping from the main line duly erecting poles and lines.

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

**The respondent-2 i.e. the Assistant Engineer/Operation/Cumbum in his written submission dt:28-9-2012 received in this office on dt:11-10-2012 stated that:**

1. The Cumbum town SS-20 DTR, Kandulapuram road, HG fuse set was rectified, tree cutting was attended along the Kandulapuram road.
2. He personally contacted the panchayat secretary, Cumbum for providing place for erection of 1 number additional transformer near fire station for which he replied that there is no government place available for the said purpose.

**Findings of the Forum:**

1. Items 1to 5 of the grievances mentioned by the complainant are in general and not confined to any specific service or area and hence could not be answered.

2. Regarding item-6 about touching of trees to the HT.lines and causing interruptions to the supply, the respondent reported that he had cleared the tree branches touching the lines.
3. With regards to providing of HG fuse set to the distribution transformer the respondent reported that he rectified the HG fuse set on SS-20 of Cumbum in Kandulapuram road.
4. The respondents in respect of the low voltage in the fire station area which is to be attended for and completed within 120 days from the date of the complaint in accordance with the Guaranteed Standards of the Performance mentioned that they are ready to erect an additional transformer to meet the demand, but there is a constraint on procurement of place for the said installation and could not succeed even after approaching the panchayat secretary concerned. However since in this case the complaint as was made on 11-09-2012 it is binding on the respondents to resolve the low voltage in the said area within 120 days from the date upon obtaining clearance for any suitable place to such erection lest, they have to compensate the complainant @ of Rs 100/- for each day of delay beyond the said date i.e. 10-01-2013.
5. The respondents also did not replied in the matter of providing protective fencing to the transformer near MRO's office. Though the item is not a specified of the Guaranteed Standards of the performance, in the interest of the public safety the respondents shall take initiative and provide fencing suitably to prevent easy access.
6. Regarding providing electricity supply to the houses in the Kandulapuram road by building necessary infrastructure, the respondents did not give any

reply, but however it is felt that unless and otherwise covered by a development scheme launched by the governments, it is the burden of the prospective consumers to pay the necessary charges towards the laying of lines required for extension of supply to them.

7. As such the grievances of the complainant are partially attended for and the balance items mentioned at 4 and 5 supra are to be attended and complied with by the respondents as per the schedule mentioned in each case.

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

### **ORDER**

The respondents are directed that

1. They shall resolve the problem of low voltage within 120 days upon procurement of suitable place for erection of DTR in due consultation with the revenue officers concerned.
2. They shall provide protective fencing to the distribution transformer near MRO's office within 30 days from the date of this order.

The complainant is advised that

1. He may represent the matter with the local revenue authorities and persue for procurement of suitable place for erection of the additional transformer in the interest of the public.
2. He may guide the prospective consumers having houses in Kandulapuram road to pay the necessary service line charges collectively or individually as per their requirement and extension of lines in phases as per their requirement.

Accordingly the case is allowed and disposed off

