

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

This the 17th day of October 2012

C.G.No:165/2012-13/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 C.Kota Reddy
C/o Chinna Kota Reddy
DNo: 3/6A, Bogolu Village & Post
Arthaveedu mandal
Prakasam-Dist-523336

Complainant

And

1. Assistant Engineer/Operation/Arthaveedu
2. Assistant Divisional Engineer/Operation/Cumbum
3. Divisional Engineer/Operation/Markapuram
4. Superintending Engineer/Operation/Ongole

Respondents

Sri C.Kota Reddy, C/o Chinna Kota Reddy Resident of DNo: 3/6A, Bogolu Village & Post, Arthaveedu Mandal Prakasam-Dist-523336 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 have stated that

1. He is an agricultural consumer having service numbers 326 and 331 at Bogolu village of Ardhaveedu mandal in Prakasam-Dist.

2. The transformer at SS-1 Bogolu feeding their service above is over loaded.
3. A 16KVA additional transformer was sanctioned for their services to over come the low voltage problem, but is not fixed so far.
4. Requested for erection of the transformer.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Ardhaveedu in his written submission dt:01-10-2012 received in this office on dt:11-10-2012 stated that:

1. The transformer feeding the complainant's services at Bogolu is of 100KVA capacity at structure SS-1 and is over loaded.
2. They have prepared an estimate under improvements for erection of additional 16KVA DTR which was subsequently sanctioned.
3. The material allotment was sought by the ADE in his letter dated 25-09-2012 and the said work will be completed if the materials are allotted by the SE/Opn/Ongole as early as possible.

Findings of the Forum:

1. The grievance of the complainants is about the prevailing low voltage for his agricultural services.
2. The respondents reported that they are already aware of the low voltage problem under the transformer SS-1 feeding the services of the complainants and prepared an estimate for an additional 16KVA transformer erection under improvements.

3. **As could be seen from the data it is understood that the estimate was prepared on 26-04-2011 i.e. about 1 ½ years back, but still the problem is not resolved.**
4. The respondent-2 the ADE/Opn/Cumbum submitted his indent for material allotment on 25-09-2012.
5. The respondent-4 i.e. the SE/OPn/Ongole who is the authority for allotment of materials has not at all responded to the notice from the Forum which constitutes carelessness to the grievances of the consumers.
6. Non resolving the genuine problems of the consumers for such a long period attracts provisions electricity act 2003 and the General Terms and Conditions of Supply in accordance to which the respondents are liable to compensate the complainants for delay in resolving the problem of low voltage beyond 120 days of its notice @ Rs 50/- for each day till the date of its resolution.

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 not later by 13-01-2013 failing which they are liable to compensate the complainants @ Rs 50/- per day of default to each consumer effected.
2. They shall report compliance on the item-1 above by 23-01-2013.

The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with the item-1 of the order above.

