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

This the 17th day of November 2012

C.G.No:167/2012-13/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)

Retween

Sri. M.Sesha Rao C/o Prasada Rao and 3 Others Reddy Nagar, Besthavaripeta Post & Mandal, Prakasam-Dist-523334. Complainant

Respondents

And

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

Sri. M.Sesha Rao, C/o Prasada Rao and 3 Others resident of Reddy Nagar, Besthavaripeta Post & Mandal, Prakasam-Dist-523334. 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

- They are residents and electrical consumers of Reddy Nagar in Besthavaripeta
 Village and Mandal of Prakasam-Dist.
- There are two number rice mill loads connected on the distribution transformer SS of Besthavaripeta apart from their domestic services.
- 3. They are facing low voltage problem because of the over loading of the transformer and requested for erection of one number 100KVA transformer additionally to over come the low voltage problem.

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

The respondent-1 i.e. the Assistant Engineer/Operation/ Besthavaripeta in his written

submission dt:08-10-2012 received in this office on dt:10-11-2012 stated that:

1. An estimate for erection of one number 100KVA transformer additionally in the

said area was already sanctioned vide sanction number T-2012-03-02-11-03-003

and also for conversion of 3 phase 3 wire to 3 phase 5 wire line, an estimate was

sanctioned vide sanction number T-2012-03-02-11-03-006.

2. The material indent was submitted by the ADE/OPn/Cumbum for the above said

works on 03-10-2012.

3. The work will be completed soon after getting the material allotment.

Findings of the Forum:

1. The grievance of the complainants is that they are suffering with low voltage in

their area due to load growth on the existing 100KVA transformer on which two

numbers industrial services for rice mills were also connected. Requested for

erection of additional 100KVA transformer.

2. In accordance with the Guaranteed Standards of Performance low voltage problem

is to be resolved within 120 days from the date of the complaint where there is

requirement of upgradation of distribution system.

3. Here in this case the respondents felt the necessity of erecting additional 100KVA

transformer in the said area of the complaint and got the necessary estimates

sanctioned for the said work and the said work is to be completed by 10-01-2013 as

the complaint was made on 11-09-2012 (120 days)

4. The respondents shall have to compensate the complainants @ Rs. 50/- to each

consumer effected for each day of delay after 10-01-2013.

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 by completing the works of erecting

additional 100KVA transformer and the associated lines if necessary not later by

10-01-2013 and report compliance by 17-01-2013.

2. They shall compensate each of the four complainants by remitting an amount equal

to the product of number of days counted from 10-01-2013 to the date of its

completion with Rs.50/- to each of the 4 consumers within 7 days from the date of

resolving the problem, if not complied with by 10-01-2013.

The complainants are advised that they may report the matter to the Forum in case the

respondents fail to comply with the items 1 and 2 of the order above.

In view of the above, the Forum passed the following 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 17th day of November 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.