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

This the 2nd day of November 2012

C.G.No:173/2012-13/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 M.Nagasekhar, Valmiki Nagar, BestavaripetaVillage & Post, Bestavaripeta Mandal, Prakasam-Dist. Complainant

Respondents

and

- 1. Assistant Engineer/Operation/ Bestavaripeta
- 2. Assistant Divisional Engineer/Operation/Cumbum
- 3. Divisional Engineer/Operation/Markapur
- 4. Superintending Engineer/Operation/Ongole

Sri. M. Nagasekhar, resident of Valmiki Nagar, Bestavaripeta Village & Post, Bestavaripeta Mandal, Prakasam-Dist. herein called the complainant, in his complaint dt:14-09-2012 filed in the Forum on dt:14-09-2012 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 resident of Valmiki nagar, residential area and in their area supply is given through single phase 3 wire line.
- 2. He along with other consumers of the area are suffering with low voltage due to over loading by number of services.
- 3. He consulted the local AE in the matter for which the AE replied that an estimate was prepared and submitted to the higher authorities.

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4. Requested for early resolution of their low voltage problem.

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

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

written submission dt: 08-10-2012 received in the Forum on dt: 25-10-2012

stated that:

1. An estimate was already sanctioned for erection of 1 No. 100KVA

additional distribution transformer at Valmiki Nagar, B.V.Peta (V&M)

vide sanction No:T-2012-03-02-11-014 and indent was submitted for

allotment of DTR and materials vide LrNo:ADE/O/CBM/DNo.650/12

dt:03-10-2012.

2. Hence it is submitted that the work will be completed soon after getting

the allotment of material and distribution transformer from competent

authority.

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

further written submission dt: 08-10-2012 received in the Forum on dt: 25-10-

2012 in addition to the earlier reply stated that:

1. An estimate for conversion of 3 phase 3 wire line to 3 phase 5 wire line

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

2. The work will be completed soon after the receipt of the materials.

Findings of the Forum:

1. The grievance of the complainants is about prevailing low voltage to their

residential area and was left unsolved though the matter was brought to the

notice of the AE earlier.

2. Though the complainants mentioned that the matter was reported earlier to

the AE, there is no proof to that effect, but however as stated by the

respondent-1 that the estimate was already sanctioned and as seen from the

documents submitted by the respondent-1 the said estimate for erection of

one number 100KVA additional transformer was sanctioned on 26-05-

2012 by the DE/Opn/Markapur, the 3rd respondent in this case.

3. The respondent-1 reported that two estimates one for erection of 100 KVA

transformer in addition to the existing and the other for conversion of

single phase three wire line to 3 phase 5 wire line were already sanctioned

and the material indent was submitted to the higher authorities by the

ADE/Cumbum, the respondent-2 on 3-10-2012 and soon on receipt of the

materials the works will be completed the problem of low voltage will be

resolved.

4. The SE/Opn/Ongole who is the authority for allotment of materials for the

said work and respondent-4 in this case are not putforth his deposition

before the Forum which constitutes irresponsibility and careless towards

the grievances of the consumers.

5. In accordance with the Guaranteed Standards of Performance, voltage

fluctuations with system upgradation shall be resolved within 120 days

from the date of the complaint.

6. Here in this case since the complaint was made on 14-09-2012 the problem

of low voltage shall be resolved by 13-01-2013 duly upgrading the system

by executing the said works of line conversion and additional transformer

erection.

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

ORDER

The respondents are directed that

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- 1. They shall resolve the problem of low voltage in the said area of Valmikinagar, Besthavaripeta not later by 13-01-2013 failing which the respondents are liable to compensate the complainant @ Rs 100/- for each day of delay beyond the above said date.
- 2. Report compliance on the above matter by 20-01-2013 or within 7 days from the date of its resolution which ever is earlier.

The complainants are advised that they may report the matter to the Forum in case the respondents fail to comply with the item-1 of the order above.

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 2nd day of November 2012.

Sd/- 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.