

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,
Bestavaripeta Village & Post,
Bestavaripeta Mandal,
Prakasam-Dist.

Complainant

and

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

Respondents

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.

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

