

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

This the 23rd day of November 2012

C.G.No:179/2012-13/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.Sai Reddy
Nagulavaram Village & Post,
Arthaveedu Mandal
Prakasam-Dist

Complainant

And

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

Respondents

Sri. K.Sai Reddy resident of Nagulavaram Village & Post, Arthaveedu Mandal Prakasam-Dist herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 during adalat at Cumbum 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 cultivating sweet lemon at Nagulavaram village of Ardhaveedu mandal in Prakasam-Dist and there is a service in the fields above for wetting the lands and the service number is 06419000296.
2. He had dug an other borewell as the borewell above was dried up and their two borewells are far away from the transformer.

3. They are suffering with low voltage because of the distance from the transformer and also due to load growth under the transformer with release of new services furthers.
4. Requested for erection of one number 25KVA transformer exclusively for their far away services and save his crops.

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:29-10-2012 and a copy marked to the consumer, received in this office on dt:16-11-2012 stated that:

1. He verified the field conditions and noticed that it requires erection of 1KM 11KV line to provide additional transformer as requested by the consumer.
2. It is not feasible as per the department considerations under T&D to provide such a long lines for the benefit of the consumer.
3. If the consumer is ready to pay the cost of line and transformer the department will erect transformer and resolve the problem of low voltage.

Findings of the Forum:

1. The grievance of the complainant is that he is suffering with low voltage to his borewell motor being situated at tail end of the LT lines and requested for providing of additional transformer to resolve his low voltage.
2. In accordance with the Guaranteed Standards of Performance, the low voltage problem is to be resolved within 120 days from the date of the complaint where there is requirement of system up-gradation.
3. In this case the complainant was made on 11-09-2012 and is to be resolved by 10-01-2013.

4. But the respondent-1 i.e. the AE/Opn/Ardhaveedu reported that it is not feasible to resolve the problem of low voltage to the complainants service with the departmental expenditure and can be taken up if the complainant comes forward to pay the necessary cost of the transformer and the 1KM 11KV line.
5. The complainant contested that in the earlier days of his service release, the voltages were good because of lesser loads and the transformer and due to subsequent addition of services on the transformer the low voltage problem cropped up.
6. The contention of the respondents asking the complainant/consumer to bare the cost of the line and the additional transformer for rectification of low voltage problem is not correct and it is the responsibility of the respondents to provide supply to an already existing consumer at the rated voltages of 415 volts phase to phase in case of 3 phase services and is applicable in this case also.
7. As such the respondents shall ensure rated voltage to the consumer by adopting suitable methods at the cost of the licensee only.
8. In case the respondents fail to resolve the low voltage problem by 10-01-2013, they are liable to compensate the complainant @ Rs.100/- for each day of delay beyond 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 to the consumer, herein the complainant not later by 10-01-2013 by adopting suitable methods and

ensure rated voltage of 415 volts phase to phase without insisting for any sought of payment from the complainant towards the said work.

2. They shall report compliance on the item-1 above by 17-01-2013.
3. They shall remit an amount equal to the number of days counted from 10-01-2013 to the date of its completion multiplied by Rs.100/- to the complainants service towards compensation in case not complying with the Guaranteed Standards of Performance.

The complainant is advised that he may report the matter to the Forum in case respondents fail to comply with the item-1 of the 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 23rd day of November 2012.

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.