

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

This the 28th day of December 2012

C.G.No:208/2012-13/Vijayawada 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.Vijay Kumar
S/o Mytri Seva Sangam and Others
DNo:456/2001., Varikuti kotaiah Nagar
Kondapalli Post., Ibrahimpatnam
Krishna-Dist-521456

Complainant

And

1. Assistant Engineer/Operation/Kondapalli
2. Assistant Divisional Engineer/Operation/Ibrahimpatnam
3. Divisional Engineer/Operation/Rurals/Vijayawada
4. Senior Accounts Officer/Operation/Vijayawada

Respondents

Sri. M.Vijay Kumar, S/o Mytri Seva Sangam and Others resident of DNo:456/2001., Varikuti kotaiah Nagar, Kondapalli post., Ibrahimpatnam, Krishna-Dist-521456 herein called the complainant, in his complaint dt:09-10-2012 filed in the Forum on dt:09-10-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. They are residing at Varikuti kotaiah Nagar of Ibrahimpatnam mandal in Krishna-Dist.
2. Since 30 years 300 families are residing in the above village.

3. They are fed from SS-41 through AB cable and facing low voltage problem and some times the street lights are burning directly due to damages in the cable.
4. Requested for rectification of the low voltage problem.

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

The respondents 1 i.e. the Assistant Engineer/Operation/Kondapalli in his written submission dt:28-10-2012 received in this office on dt:09-12-2012 stated that:

1. An estimate is prepared for erection of 1No. 100KVA DTR in place of over loaded 63 kva DTR and got sanction vide DEE/O/R/VJA SDR No:2012-13 and WBS No. T-2012-01-03-11-04-007.
2. Existing 63KVA DTR of Kondapalli SS-41 was removed and 1 NO 100kva DTR was erected at the same location on 21-09-2012.
3. L.T.three phase 45 wire A.B.cable fault was rectified on 18-10-2012 and noted 240 volts at DTR and 231 volts at tail end.

Findings of the Forum:

1. The grievance of the complainant is that they are facing low voltage problem for their domestic services and also the AB cable provided in the LT network is giving frequent troubles and requested for rectification of both the problems.
2. In accordance with the Standards of performance the low voltage problem is to be resolved within 120 days from the date of the complaint in case of upgradation of distribution system and in this case the complaint was made on 09-10-2012 and the problem was resolved by 18-10-2012 i.e. within 9 days of the complaint.

3. Though the complainant reported that there is low voltage as on the date of complaint i.e. 09-10-2012, the transformer capacity was already enhanced by the respondents from 63 KVA to 100KVA on the said structure of SS-41 Kondapalli on 21-09-2012 itself and hence the reason for the low voltage is not the DTR capacity, but it shall be due to the defects in the AB cable which was replaced on 18-10-2012
4. The respondents also reported that the voltages at the DTR terminals was 240 volts and that at the consumer terminal was 231 volts at the tail end
5. In accordance with the GTCS the respondents are supposed to maintain the rated voltage of 240 volts at the consumer end.
6. As such the respondents shall take necessary steps to improve the voltages at the tail end from 231 now existing to 240 volts within 120 days from the date of this complaint.
7. Here the complaint was made on 09-10-2012 and hence is to be complied with by 08-02-2013.

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

ORDER

The respondents are directed that they

1. Shall resolve the problem of low voltage at the tail end not later by 08-02-2013 failing which the complainants have to be compensated by the respondents @ Rs. 50/- for each day of delay to each consumer counted from 09-02-2013 to the date of its resolution.
2. Shall report compliance within 7 days upon resolving the problem of low voltage.

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