

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

This the 17th day of January 2013

C.G.No:260/2012-13/Nellore Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
(Vacant)

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri Y.Sudhakar & Others
Ambalapudi Village & Post,
Balayapalli Mandal,
Nellore-Dist-524404.

Complainant

And

1. Assistant Engineer/Operation/Balayapalli
2. Assistant Divisional Engineer/Operation/Venkatagiri
3. Divisional Engineer/Operation/Naidupeta
4. Superintending Engineer/Operation/Nellore

Respondents

Sri Y.Sudhakar & Others resident of Ambalapudi Village & Post, Balayapalli Mandal, Nellore-Dist-524404 herein called the complainant, in their complaint dt:01-12-2012 filed in the Forum on dt:01-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are agl. consumers under SS-II transformer of Ambalapudi Village in Balayapalli Mandal in Nellore-Dist.
2. There are more number of motors under the above said transformer over loading it and are suffering with low voltage problem.
3. Requested to rectify the low voltage problem by erecting the additional transformer.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Balayapalli in his written submission dt:02-01-2013 received in this office on dt:10-01-2013 stated that:

1. On number 25KVA improvement distribution transformer proposed vide WBS No. T2012-04-06-31-03-018.

Findings of the Forum:

1. The grievance of the complainants is about prevailing low voltage to their agl. services due to over loading of the transformer resulting in failure of their motors and requested to rectify the problem by erecting additional transformer.
2. The grievance being voltage fluctuations in accordance with the Guaranteed Standards of Performance shall be rectified with in 120 days from the date of the complaint where there is a necessity of upgradation of distribution system required.
3. Here in this case the complaint was made on 30-11-2012 and hence is to be resolved by 29-03-2013.
4. The respondent-1 i.e. the AE/Opn/Balayapalli in his reply stated that one number 25 KVA transformer erection is proposed additionally under the SS-II transformer to relieve it from the over load and there by improve the voltages to the consumers.
5. As such the respondents duly accepting the low voltage proposed additional transformer erection and the same is to be completed by 29-03-2013.
6. In case the respondents fail to adhere with the date mentioned above, they are liable to compensate the complainants @ Rs.50/- to each consumer effected for each day of delay beyond the said date of 29-03-2013.

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 of the complainants not later by 29-03-2013.
2. They shall remit an amount equal to the number of days multiplied by Rs.50/- to each consumer effected for the days counted from 29-03-2013 to the date of its resolution.
3. They shall report compliance on the item 1 and 2 above within 7 days of the completion or the compensation payment as the case may be.

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.

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 the 17th day of January 2013.

Sd/-
Member (Legal)

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.