

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

On this the 23rd day of March 2013

C.G.No: 275/ 2012-13/ Guntur Circle

Present

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

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

Between

Sri. Pasupuleti Papi Reddy
C/o Venkata Reddy
Challagariga Village & Post,
Atchempeta Mandal,
Guntur-Dist-522409

Complainant

And

1. Assistant Engineer/Operation/SPDCL/Atchempeta
2. Assistant Divisional Engineer/Operation/Sattenapalli
3. Divisional Engineer/Operation/Narasaraopeta

Respondents

Sri. Pasupuleti Papi Reddy, C/o Venkata Reddy resident of Challagariga Village & Post, Atchempeta Mandal, Guntur-Dist-522409 herein called the complainant, in his complaint dt:13-12-2012 filed in the Forum on dt:13-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. The farmers of Achampeta mandal are suffering with the following problems
 - i. The insulators of HG fuse sets at the transformers are breaking down very frequently resulting in adopting non standard methods of laying lines using ropes and sticks.

Requested for replacement of the damaged insulators and the HG fuse sets.

- ii. The insulators at the LT fuse sets of the lines of the transformers were also damaged in the situation is very dangerous that the lines and transformers may catch fire.
- iii. The LT fuse sets existing right now are of pure quality and getting damaged much early and requested to go for alternative methods.
- iv. In the year 2002 for extension of supply to the houses single phase transformers were erected as for the loads prevailing at that time, but the load within the 10 years is grown up, but the transformers are not added to meet the present demand and hence the villages are suffering low voltage problem. Requested for providing additional single phase transformers.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Sattenapalli in his written submission dated 16-03-2013 received in this Forum on 20-03-2013 stated that

1. The locations identified where 11KV HG fuse sets insulators flashed are replaced with healthy insulators and rectified.
2. There are no specific complaints pending regarding 11KV HG fuse sets in the operation section, Atchampet.
3. The consumer may be advised to complaint the location specifically for rectification at an early.

Findings of the Forum:

1. The grievance of the complainant comprises of multiple items wherein it was pointed out that the insulators for HG and LT fuse sets of the distribution transformers are getting damaged very frequently resulting in interruptions and failure of distribution transformers and also secondly he mentioned that there is the existing single phase transformer erected about 10 years back are not able to meet the present demand and resulting in low voltage problem in the villages. Requested for providing of standard insulators and erection of additional single phase transformers.
2. Out of all the points mentioned only the low voltage problem is covered by the Guaranteed Standards of Performance and is to be resolved within 120 days from the date of the complaint, but the complaint is not specific.
3. The respondent-2 i.e. the ADE/Opn/Sattenapalli in his reply stated that the locations where there is failure of insulators were identified and replaced with healthy ones and hence the problem is resolved. If any further noticed the complainant may report to the respondents for rectification.
4. The respondents did not mention any thing about the low voltage problem and it is also felt that the complainant shall mention specific locations where there is low voltage problem, such that the respondents will act upon and take suitable actions to overcome the low voltage problem.

5. As such the complainant here afterwards may bring any specific problem to the notice of the local officials in black and white such that they are attended to by the later.

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

ORDER

The complainant is advised that he shall be specific in representing any grievance or problem either to the local officials or to the Forum in future.

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 23rd day of March 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.