

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

This the 23rd day of March 2013

C.G.No:332/2012-13/Ongole Circle

Present

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

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

Between

Sri. B.Subba Rao
C/o Vardaiah & Others
DNo:20-4-34
Kandukuru Village, Post and Mandal
Prakasam-Dist-523155

Complainant

And

1. Assistant Engineer/Operation/Town/Kandukuru
2. Assistant Divisional Engineer/Operation/Town/Kandukuru
3. Divisional Engineer/Operation/Kandukuru

Respondents

Sri. B.Subba Rao, C/o Vardaiah & Others residents of DNo:20-4-34 Kandukuru Village, Post and Mandal Prakasam-Dist-523155 herein called the complainants, in their complaint dt:12-02-2013 filed in the Forum on dt: 12-02-2013 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 consumer of Nandavari Street, 1st cross road of 20th ward, Kandukuru town.
2. At present there is only single phase line existing in their street because of which they are suffering with low voltage problem.
3. Requested to provide 3 phase line on the existing supports.

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

The respondent-1 i.e. the Assistant Engineer/Operation/ Town/ Kandukuru in his written submission dt:02-03-2013, received in this office on dt:19-03-2013 stated that:

1. The consumer Sri B.Subba Rao S/o Varadiah of Kanigiri Road in Kandukur Town has expressed Low voltage problem in Kanigiri Road.
2. To eliminate the low voltage problem the existing 1 Phase 3 wire line is to be converted to 3 Phase 5 wire Line. The estimate regarding this conversion is already sanctioned vide WBS.NO=S-0121-03-05-11-01-018.
3. The work will be completed within 1 week's time.

Findings of the Forum:

1. The grievance of the complainants is that they are suffering with low voltage as the existing line feeding in their services is through single phase only and requested for extension of supply in three phase to overcome their low voltage problem.
2. The grievance of the complainant since involves conversion of lines shall be completed within 120 days from the date of the complaint in accordance with the Guaranteed Standards of Performance.
3. Here in this case the complaint was made on 12-02-2013 and hence is to be resolved by 12-06-2013 being the 120th day from the date of complaint.
4. The respondents reported that the necessary estimate for conversion of the existing single phase 3 wire line to 3 phase 5 wire line was already sanctioned against WBS No: S-0121-03-05-11-01-018 and the work will be completed within a week time i.e. by 10-03-2013 as the letter was dt: .02-03-2013.

5. The respondents shall complete the work not later by 31-03-2013 if not already done so as it is much early to the stipulated period of 120 days which expires by 12-06-2013 being the complaint was made on 12-02-2013.

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

ORDER

The respondents are directed that they shall

1. Complete the work of conversion of single phase 3 wire line to 3 phase 5 wire line in Nandavari street of Kandukuru village not later by 31-03-2013 if not already completed.
2. Report compliance on the item-1 above of the order not later by 08-04-2013.
3. The respondents are liable to compensate the complainants @ Rs.50/- to each consumer for each day of delay beyond 12-06-2013.

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 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.