

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

This the 9th day of August 2012

C.G.No:72/2012-13/Guntur 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 R.Leela Srinivas
DNo: 4-245, Kummaripalem Village & Post
Mangalagiri mandal
Guntur-Dist-522503

Complainant

And

1. Additional Assistant Engineer/Operation/D-1/Mangalagiri
2. Assistant Divisional Engineer/Operation/Mangalagiri
3. Divisional Engineer/Operation/Town-II/Guntur
4. Superintending Engineer/Operation/Guntur

Respondents

Sri. R. Leela Srinivas resident of DNo: 4-245, Kummaripalem Village & Post, Mangalagiri mandal, Guntur-Dist-522503 herein called the complainant, in his complaint dt:22-5-2012 filed in the Forum on dt:22-5-2012 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 a consumer with SCno: 18236 at DNo: 4-245 of Kummaripalem area in Mangalagiri town of Guntur-Dist.
2. He has been suffering from low voltage and voltage fluctuations in summer season and many areas of the town has the same problem, because of the said voltage fluctuations in the summer of 2011 he sustain loss by the damaged of

his fridge and AC and the electrician who inspected the appliances stated that the damage is on account of voltage fluctuations.

3. His father namely Sri R.Satyanarayana a retired officer gave a written complaint to the AE rejected to take complaint by hand and hence he sent it by post to the AE, but no action was taken even after a lapse of months.
4. The same matter was brought to the notice of the AE and DE, but there was no use he was given irrelevant answers regarding installation of new transformer.
5. His father finally talked to the DE regarding the matter and the DE inturn told that the problem already rectified and taken the signature of his father as reported by the Mangalagiri office, but it is false since nobody has visited and taken his signature and it was a result of some mischief laid by the Mangalagiri officers.
6. He came to know that transformers were installed few months back in some places and also the voltage fluctuations are minimized, but still they have the problem particularly in their area
7. The same matter was appeared in EENADU daily district edition on 12th May 2012.
8. Requested to order the concerned authorities of Mangalagiri to improve the voltage to its full capacity besides making compensation towards the said damaged appliances.

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

The respondent-1 i.e. the Additional Assistant Engineer/Operation/D-1/ Mangalagiri in his written submission dt:31-5-2012 with a copy to the complainant received in this office on dt:08-6-2012 stated that:

1. The SCNo: 18236, located at 4-245, Kummaripalem, Mangalagiri town, Guntur-Dist is located under SS-78, Nancharamma Cheruvu distribution transformer.
2. The SS-78, 100 KVA, Nancharamma Cheruvu DTR is over loaded, the tong tester reading are taking by under signed on 5-3-2011, at about 19:30 hrs R-Phase :147 A, Y-Phase:136, B-Phase:141 A, and tail end voltages measured in each phase, Phase-1:190 volts, Phase-2:190 volts, Phase-3:198 volts.
3. The 1 No. estimate is prepared for erecting of 1 No. 100KVA DTR to give load relief on SS-78, 100 KVA DTR, and 270 Mts. Conversion existing LT single phase to 3 phase 5 wire line under SS-78, Nancharamma Cheruvu, in D-1 section, Mangalagiri and estimate proposals submitted to higher authorities (ADE/Opn/Mangalagiri) vide DNo: 1106/2011 dt: 23-3-2011.
4. The same estimate was sanctioned under T&D improvement works, vide sanctioned No:SDR.IMP:07/11, on :02-06-2011, work order is also released on 03-09-2011. Materials are also drawn from dist stores, Guntur.
5. Due to site objection, the same DTR is charged on 31-3-2012 before charging load balanced tail end voltages are measured in each phase, R-Phase:238 volts, Y-Phase-240 volts and B-Phase:240 volts . The satisfactory voltages and currents are found.
6. Again 24-5-2012, the tong tester reading are measured in each phase, R-Phase :240 Volts, Y-Phase:238 Volts and B-Phase:240 volts. The satisfactory voltages and currents are found.
7. In this connection it is to submitted that he acted as per the departmental rules in vogue.

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Mangalagiri in his written submission dt:14-6-2012 with a copy to the complainant received in this office on dt:15-6-2012 stated that:

1. As per the complaint of Sri R.Leela Srinivas resident of Kummaripalem, Mangalagiri regarding low voltage to his service, steps were taken for erection of 100 KVA additional transformer to give load relief to the existing DTR at Nancharamma Cheruvu, SS-78 and the same was commissioned during March 2012.
2. The single phase LT lines were converted into three phase for making load balancing during May 2012 and arrested low voltage problem to the said area.
3. On 13-6-2012 at 12:30 hrs he had personally inspected the DTR and as per the tong tester readings, the voltages were 234, 234 and 239 volts in R , Y and B phases respectively and the load currents are 97 amps, 104 amps, 72 amps and 4 amps in R, Y and B phases and the neutral respectively.
4. The voltage as measured at the consumer premises was 235 volts and the consumer expressed his satisfaction with the system.

Findings of the Forum:

1. The grievance of the complainant is about the long pending problem of low voltage to his service and in the area of his residence.
2. In accordance with the Guaranteed Standards of Performance, the problem of voltage fluctuations is to be resolved within 120 days from the date of the complaint, where there is involvement of up gradation of distribution system.
3. Here in this case, though the complainant mentioned that he represented the matter earlier to the respondents, he could not produce any evidence in support of his argument, excepting the copy of news item appeared in Eenadu

daily on 10-12-2011 and 12-05-2012, for which the then ADE replied that there is requirement of conversion of wires from single phase to three phase for which he had to prepare estimates and do the work.

4. As such the date of news item, ie; 12-05-2012 only being relevant can be taken as the date of complaint for observing the Guaranteed Standards of Performance according to which the problem should have been resolved by 11-09-2012.
5. As reported by the Respondant -1 , ie the Additional Assistant Engineer /Operation /D-1 / Mangalagiri, he inspected the said area on 05-03-2011 at about 19:30 hrs. and the tail end phase voltages he noticed were 190,190 and 198 volts. And he prepared an estimate for erection of one number additional transformer of 100 KVA capacity to relieve load on the existing SS-78 transformer another 100 KVA transformer and conversion of lines from single phase to three phase and submitted the same to the higher authorities on 23-03-2-11.The same was sanctioned under T&D on 02-06-2011, work order released on 03-09-2011and finally the transformer was charged on 31-03-2012 and the voltages are satisfactory.
6. As per the report of the respondent-1, it is understood that the problem of low voltage is well known to the respondents as on 5-3-2011 itself, but could not rectify the same upto to 31-3-2012 i.e. for more than a year resulting in damage of the complainants house hold appliances for which the respondents are liable to compensate.
7. Duly allowing the period as per standards (120 days) from the date of its noticing i.e. 5-3-2011, the delay is 272 days and the compensation payable is @ Rs 100/- for each day and the total amount of compensation is Rs 27,200/-.

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

ORDER

The respondents are directed to

1. Compensate the complainant by remitting an amount of Rs 27,200/- to his service within 15 days from the date of this order.
2. Report compliance on the item-1 above within 21 days from the date of this order.

The complainant is advised to report the matter to the Forum in case the respondents fail to comply with the item-1 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 this the 9th day of August 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.