

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

This the 28th day of March 2013

C.G.No:353/2012-13/Guntur Circle

Present

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

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

Between

Sri. M.Venkateswarlu
C/o Yellaiah
Jangameswarapadu Village
Durgi Post & Mandal
Guntur-Dist

Complainant

And

1. Assistant Engineer/Operation/Durgi
2. Assistant Divisional Engineer/Operation/Macherla
3. Divisional Engineer/Operation/Macherla

Respondents

Sri. M.Venkateswarlu, C/o Yellaiah resident of Jangameswarapadu Village, Durgi Post & Mandal, Guntur-Dist herein called the complainant, in his complaint dt:18-02-2013 filed in the Forum on dt:18-02-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is an agl. consumer with SCNo: 84 at Jangameswarapadu of Durgi mandal in Guntur-Dist.
2. He is suffering with low voltage to his service above and the motors are burning very frequently.
3. He is being a poor farmer it has become very difficult for him to get the motors rewound again and again and he is facing problems.

4. Requested to provide additional transformer to resolve his low voltage problem above for which he is prepared to bear the expenditure in accordance with the estimation.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Macherla in his written submission dt:20-03-2013, received in this office on 25-03-2013 stated that:

1. The SCNo: 84, Jangameswarapadu village of Durgi mandal is inspected by the ADE/Opn/Macherla and low voltage profile was observed on 11-03-2013.
2. The low voltage problem can be rectified by installing 1 No. new DTR at the said location.
3. The compliance report will be submitted after completion of new DTR erection work with in the scheduled period.

Findings of the Forum:

1. The grievance of the complainant is that he is suffering with the low voltage problem due to which his motors are burning very frequently and it has become difficult for him to get the motors rewound very often and requested to provide additional transformer to resolve the low voltage problem for which he is prepared to bear the cost as per estimate.
2. The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Macherla reported that the low voltage problem will be rectified by installing 1 number new DTR at the above location.

3. The respondents duly accepting that there is a low voltage problem for the consumer and has proposed for erection one number additional transformer.
4. In accordance with guaranteed Standards of Performance, the low voltage problem with up-gradation of distribution system shall be resolved within 120 days from the date of the complaint.
5. Here in this case the complaint was made on 18-02-2013 and hence is to be resolved by 18-06-2013 (120 days).
6. This is a special case where the consumer came forward to bear the cost of the additional transformer probably for the reason not to wait upto 120 days as per the standards.
7. On one side the consumer is expressing that he is a poor farmer and is not able to bear the cost of the motor windings, but on the other hand he is willingness to bear the cost of the transformer probably may not be having knowledge of the expenditure to be incurred on account of such additional transformer.
8. However it is felt that the respondents at their own cost shall resolve the problem of low voltage not later by 18-06-2013 or otherwise shall intimate the cost of such additional transformer and the associated works to the consumer and if he still expresses his willingness to pay such amount with a intention to not to wait upto 120 days, the respondents shall prepare an estimate and intimate the consumer in writing and complete the work within 15 days from the date of receipt of such payment from the consumer.

9. The respondents shall ensure whether the connected load as per the contracted load or if any additional load is available to the service the same shall be regularized by collecting the suitable development charges and security deposit.
10. The respondents are at liberty to collect the development charges or the cost of the transformer whichever is high in this case and regularize the additional load.
11. The consumer shall be informed that the transformer so erected shall be the property of the licensee once it is charged and put in service.

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 to the complainant's service not later by 18-06-2013 by erecting suitable transformer at the cost of the licensee.
2. They shall intimate the consumer about the amounts payable by the consumer for erection of additional transformer and to regularize the additional loads if any of the service, if the consumer wants to get the problem resolved with immediate effect.
3. They shall compensate the complainant @ Rs.100/- for each day of delay in rectifying the low voltage beyond 18-06-2013 and till the date of resolving the problem.
4. They shall report compliance on the items 1, 2 and 3 above within 7 days from the date of its compliance.

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 28th 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.