

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

On this the 12th day of August 2013

In C.G.No: 22/ 2013-14/ Kadapa Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T. Rajeswara Rao
Sri A. Sateesh Kumar

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

Between

Sri. N.Jaya Vardhan & Others
Dno:18 ward, Asramam Veedehi
Kotireddynagar, TGP Road –Post
Badvel
Kadapa-Dist-516227.

Complainant

And

1. Assistant Engineer/Operation/Rurals/Badvel
2. Assistant Divisional Engineer/Operation/Badvel
3. Divisional Engineer/Operation/Mydukur

Respondents

Sri. N.Jaya Vardhan and Others. Dno:18 ward, Asramam Veedehi, Kotireddynagar, TGP Road –Post, Badvel, Kadapa-Dist-516227. herein called the complainant, in their complaint dt: 06-02-2013 filed in the Forum on dt:06-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. They are residents of 18th ward Badvel town of Kadapa-dist having about 400 numbers services and the power supply to their area is not of good quality because of existence of single phase three wire line.
2. Requested for conversion of single phase three wire line into three phase five wire line in their area to facilitate quality of supply.

3. The matter was taken to the notice of the AE and ADE in the earlier days several times for which they were replied that the said work will be done.

4. Requested to convert the line from single phase to three phase five wire.

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

The respondents 1 and 2 i.e. the Assistant Engineer/Operation/Town-1/Badvel Assistant Divisional Engineer/Operation/Badvel in their combined written submission dt:26-07-2013, received in this office on 27-07-2013 stated that:

1. The AE/Opn/Badvel rural section was prepared the estimate with WBS No:T-2013-06-06-21-02-003 and work to be taken up. Soon after completion of work the same will be intimated to the Honourable Chairperson, CGRF, Tirupati.

Findings of the Forum:

1. The grievance of the complainant is that they are about 400 consumers utilizing power in the 18th wards of Badvel Town and are suffering with low voltage problem due to existence of single phase three wire line instead of three phase five wire line to suit their loads.

2. The respondents replied that an estimate was prepared for the said conversion of the line and the work will be taken up.

3. The grievance being an item of low voltage termed as voltage fluctuations in the Guaranteed Standards of Performance and has to be resolved within 120 days from the date of complaint where there is requirement of system enhancement.

4. Herein this case the complaint was made on 06-05-2013 and hence is to be resolved not later by 03-09-2013.

5. The respondents shall have to compensate each of the complainants @ Rs.50/- for each day beyond 03-09-2013 in case the said work is delayed.

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

ORDER

The respondents are directed that they shall

1. Resolve the problem of low voltage to the complainants services not later by 03-09-2013.
2. Remit each of the complainant an amount equivalent to the multiplication Rs.50/- with the number of days, the days counted from 04-09-2013 till its completion within 90 days from the date of this order.
3. Report compliance on the above within 100 days from the date of this order or within 7 days on its completion whichever is earlier.

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 12th day of August 2013.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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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.