

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

On this the 25th day of July 2013

In C.G.No:48/ 2013-14/ Nellore Circle

Present

Sri. K. Paul

Sri. A. Venugopal

Sri. T. Rajeswara Rao

Sri. A. Satish Kumar

Chairperson

Member (Accounts)

Member (Legal)

Member (Consumer Affairs)

Between

Sri. Elaka Chinapenchalaiah
C/o Venkataiah
Pennepalle Village., Talvaipadu Post
Pellakur Mandal,
Nellore-Dist-524126

Complainant

And

1. Assistant Engineer/Operation/pellakur
2. Assistant Divisional Engineer/Operation/Naidupeta
3. Divisional Engineer/Operation/Naidupeta

Respondents

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Sri. Elaka Chinapenchalaiah, C/o Venkataiah resident of Pennepalle Village., Talvaipadu Post, Pellakur Mandal, Nellore-Dist-524126 herein called the complainant, in his complaint dt:08-05-2013 filed in the Forum on dt:08-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is one among the several agricultural consumers fed by a common transformer at Pennepalle village of Pellakur mandal in Nellore-Dist.
2. The transformer feeding their services above is over loaded and causing frequent interruptions and low voltage.
3. Requested to provide an additional transformer to overcome the low voltage problem.

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

The respondent-1 Assistant Engineer/Operation/Pellakur in his written submission dt:NIL, received in this office on 15-07-2013 stated that:

1. He inspected the location of PennepalliSS-2, 100KVA distribution transformer and prepared the estimate (WBS No: T-2013-04-06-11-04-006) for erection of 2 Nos 25KVA DTRs for relief from over load and avoiding of low voltage.
2. The same are submitted to the higher authorities for necessary sanction. The estimate was sanctioned by the Divisional Electrical Engineer, Operation, Naidupeta.
3. Based on the sanction, the work order applied to the higher authorities.
4. Soon on drawals of materials from stores the works will be carried out.

Findings of the Forum:

1. The grievance of the complainant is that he is one among the sufferers of low voltage problem since the transformer feeding their services is over loaded with 100HP resulting in low voltage and frequent interruptions.
2. The respondent-1 i.e. the Assistant Engineer/Operation/Pellakur replied that the said transformer is of 100KVA capacity at SS-2 of Pennepalli and proposed two number 25KVA additional transformers for relief of over load on the existing transformer and the work will be completed soon on receipt of materials from stores..
3. In accordance with the Guaranteed Standards of Performance, the problem of low voltage shall be resolved within 120 days from the date of the complaint where there is necessity of system expansion.
4. Here in this case, the complaint was made on 08-05-2013 and is to be resolved by not later by 05-09-2013.

5. The respondents are liable to compensate the complainant @ Rs.50/- for each day of delay in resolving the said problem of low voltage to the complainant the days counted from 06-09-2013 till the date of its completion.

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

ORDER

The respondents are directed that they

1. shall resolve the problem of low voltage not later by 05-09-2013 beyond which date they shall remit an amount equal to the multiplication of number of days counted from 06-09-2013 till the date of its completion with Rs.50/-.
2. shall report compliance on the item-1 above within 10 days from the date of its fulfillment.

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 25th day of July 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.