

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: 80/ 2013-14/ Guntur 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. M.Sekhar Reddy

C/o Venkata Reddy and Others

Dno:1-37., Penumaka village & post

Tadepalli Mandal

Guntur-Dist

Complainant

And

1. Assistant Engineer/Operation/Krishna Nagar

2. Assistant Divisional Engineer/Operation/Mangalagiri

3. Divisional Engineer/Operation/Town-2/Guntur

4. Superintending Engineer/Operation/Guntur

Respondents

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Sri. M.Sekhar Reddy, C/o Venkata Reddy and Others resident of DNo:1-37., Penumaka village & post, Tadepalli Mandal, Guntur-Dist herein called the complainant, in thier complaint dt:20-06-2013 filed in the Forum on dt:20-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. They are agl. consumers at Penumaka village of Tadepalli mandal in Guntur-Dist.
2. The poles and lines are leaned and the transformer also needs enhancement.

3. The power supply for their services is extended only for 5 hours and not extended for 7 hours assured as they are cultivating turmeric banana, Onion and other Commercial crops requires ample of water and hence requested for 7 hours supply.
4. The iron poles laid long back are restored and leaned and requested replacement.
5. The SS-7 transformer nearer to the river bund is over loaded and the cables are all burnt need replacement.
6. The SS-2 transformer also is over loaded and requires enhancement.
7. Three number poles nearer rice mill are damaged.
8. In view of their cultivating onions they require power supply from morning 09:00 to 17:00 hrs otherwise they have to suffer a lot due to damage of seed purchased from out side at higher cost.

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

The respondent-1 Assistant Engineer/Operation/Krishnanagar in his written submission dt:18-07-2013, received in this office on 22-07-2013 stated that:

1. The agriculture area of Penumaka village was inspected and found the existing distribution transformers of SS 2/100KVA, SS3/100 KVA & SS7/ 100KVA DTRs were over loaded and some poles are badly damaged. Hence the following estimates are prepared and same are submitted to the ADE/opn/Mangalagiri for sanction of the estimates vide LrNo:AAE/OKNR/F/D.No.494/13 dt:18-07-2013.

- a. Erection of 1No 25KVA additional distribution transformer to give load relief and to improve tail end voltage on existing SS 2/100KVA DTR at Penumaka village.
 - b. Erection of 1 No 25KVA additional distribution transformer to give load relief and to improve tail end voltage on existing SS 3/100KVA DTR at Penumaka village
 - c. Erection of 1 No 25KVA additional distribution transformer to give load relief and to improve tail end voltage on existing SS 7/100KVA DTR at Penumaka village
 - d. Erection of 57 Nos middle poles and replacement of 12 nos damaged poles under SS 1/100KVA, SS 4/100KVA, SS 6/100KVA, SS 10/100KVA, SS 11/100KVA and SS 46/100KVA DTR at Penumaka village
2. Soon on sanction of the estimates the work will be taken up and completed immediately to rectify low voltage problem and replacement of damaged poles at Penumaka village.

Findings of the Forum:

1. The grievance of the complainant contains multiple items out of which the first one is about the leaning of lines and loose spans.
2. The respondents for the said problem while accepting the existence of loose spans replied that estimates for erection of, 57 numbers poles as middle poles and 12 numbers against damaged poles was prepared and awaited sanction and soon on receipt of materials the said work will be completed.
3. Though there is no specific time frame fixed for resolution of the above said defects, the respondents shall have to take initiative and

replace the damaged poles to maintain standard clearances in the interest of the public safety to avoid accidents.

4. The second item is about power supply timings to their commercial crops as the practically given time of 5 hrs supply is not sufficient for their crops being commercial and requires 7:00 hrs supply.
5. The respondent did not give any answer to the point of power supply timings enhancement.
6. The third item of the grievance is about over loading of transformers at various places.
7. The respondents replied that they have prepared estimates for erection of additional transformers where ever there is low voltage problem and soon on sanction of the estimate the work will be taken up and completed immediately to rectify the low voltage problem.
8. In accordance with Guaranteed Standards of Performance, low voltage problem is to be resolved within 120 days from the date of the complaint and hence in this case since the complaint was made on 18-06-2013, it is to be resolved not later by 16-10-2013.

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

ORDER

The respondents are directed that

1. The problem of low voltage at all the identified places shall be resolved not later by 16-10-2013 duly taking suitable steps.
2. Shall have to compensate the complainants @ Rs.50/- for each day of delay to each consumer duly counting the days from 17-10-2013 till its completion.

3. Shall replace the damaged poles and rectify the loose spans within 90 days from the date of this order to avoid damages to the equipment as well as the lives of public.
4. Shall report compliance on the items 1, 2 and 3 above within 7 days of date of its completion.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Viduyut 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.