

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: 83/ 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. D.Mohan and others
PV.Colony
Nulakapeta Post,
Tadepalli Mandal,
Guntur-Dist-522503

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

* * *

Sri. D.Mohan and others resident of PV.Colony, Nulakapeta Post, Tadepalli Mandal, Guntur-Dist-522503 herein called the complainant, in his 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 residents of P.V.Colony of Nulakapeta in Krishna Nagar area of Guntur-Dist and there were five streets in their area.
2. The supply was provided to them through single phase due to which they are suffering with low voltage.
3. Requested to provide another transformer for them.

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

The respondent-1 Assistant Engineer/Operation/Krishnanagar in his written submission dt: 05-07-2013, received in this office on 08-07-2013 stated that:

1. The area of P.V.Colony, Nulakapet, Krishna Nagar village was inspected on 02-07-2013 and found the existing distribution transformer of SS-37/100 KVA was over loaded with a load of 140 KW and also found that only single phase 3 wire line was available in P.V.Colony, Nulakapet, Krishnanagar village.
2. An estimate is prepared for erection of 100 KVA additional distribution tranformer at P.V.Colony, Nulakapet, Krishnanagar village to give load relief on existing SS 37/100 KVA DTR and to improve low volatge at P.V.Nagar and same was submitted to the ADE/Opn/Mangalagiri for sanction of the estimate vide Lr.No:AAE/OKNR/F/Dno:466/13 dt:02-07-2013. soon on sanction of the estimate the work will be completed immediately to rectify low voltage problem at P.V.Colony.

Findings of the Forum :

1. The grievance of the complainants is that they are suffering with low voltage problem due to inadequacy of distribution transformer and also due to single phase line supply in their streets and requested to provide additional transformer and also convert the lines to three phase to over come the problem of low voltage.
2. The respondent-1 i.e. the AAE/Opn/Krishnanagar in his reply stated that he had inspected the area on 02-07-2013 and found that the existing 100KVA transformer of the area was overloaded by 140KW load and also only single phase three wire was available in the said

colony and hence to give load relief on the DTR, he had proposed an additional transformer of 100KVA to meet the loads and over come the low voltage problem and the same will be completed immediately on sanction of the estimate.

3. But however the respondents shall have to over come the problem of low voltage within 120 days from the date of the complaint in accordance with the Guaranteed Standards of Performance and here in this the complaint was made on 18-06-2013 shall be completed not later by 16-10-2013 and see that the consumer end voltages shall be not less than 240 volts in case of single phase and 415 volts in case of 3 phase
4. The respondents shall have to compensate @ Rs.50/- to each consumer effected for each day of delay.

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 16-10-2013.
2. shall remit an amount equal to the multiplication of number of days counted from 17-10-2013 till the date of its resolution to each consumer effected.
3. Shall report compliance on the items 1 and 2 on the above order within 10 days from the date of the fulfillment of the item-2 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 the 25th day of July 2013.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

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.