

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

On this the 21st day of September 2013

In C.G.No: 85/ 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. Velpula Seshananda Kumar
C/o Prakash Rao
DNo:1-728/C-141, 28th ward,
Ambedkar Nagar Sibiram,
Mangalagiri Post,
Guntur-Dist-522503

Complainant

And

1. Assistant Engineer/Operation/Town/Mangalagiri
2. Assistant Divisional Engineer/Operation/Mangalagiri
3. Divisional Engineer//Operation/Town-2/Guntur
4. Superintending Engineer/Operation/Guntur

Respondents

* * *

Sri. Velpula Seshananda Kumar C/o Prakash Rao DNo:1-728/C-141, 28th ward, Ambedkar Nagar Sibiram, Mangalagiri Post, 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 has stated that

1. He is a domestic consumer with SCNo:1622200016873 at 28th ward Ambedkar Nagar of Mangalagiri and he is suffering with low voltage problem due to insufficient capacity of transformer and its wiring.

2. Their area being fed from rural feeder though false in the jurisdiction town and hence are suffering with load relief's applicable to rural area.
3. Requested to resolve the problem of low voltage besides extending supply from the town feeder instead rural now existing.

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

The respondent-3 Divisional Engineer/Operation/Town-2/Guntur in his written submission dt: 05-08-2013, received in this office on 07-08-2013 stated that:

1. V.Seshnanda Kumar, Ambedkar Nagar Sibiram, Mangalagiri during Vidyuth Adalath conducted in Mangalagiri sub-division on 18-06-2013 regarding low voltage and shifting of feeder from Rural to Town. On 05-08-2013 AAE/Opn/D-2/Mangalagiri inspected the above said location.
 - a. The neutral wire of the existing LT-2 core AB cable which is feeding to ScNo:16873 was get damaged due to heavy rust. Immediately damaged neutral wire was replaced with new wire and voltage at the Sc.No:16873 Mangalagiri is found as 232 volts without fluctuations, same was acknowledged from the above said service.
 - b. The ScNo:16873, Mangalagiri is feeding from SS-7, 50KVA DTR which is feeding from 11KV Mangalagiri feeder from 33/11KV Nulakapeta SS which is a town feeder not rural feeder.

Findings of the Forum:

1. The grievance of the complainant is that the area he resides in is suffering with low voltage problem and interruptions due to load relief's applied for rural areas though it is under the town jurisdiction.

Requested to resolve the problem of low voltage and also to extend supply from the town feeder instead from the rural feeder now connected.

2. The respondent-3 i.e. the DE/Opn/ Town-2/ Guntur in his reply stated that the respondent-1 i.e. the AE/ Opn/ Town/ Mangalagiri inspected the area and noticed that the neutral wire of the existing LT-II pole AB cable feeding the service number 16873 was damaged due to heavy rust and the same was replaced with new one and the voltage observed at the consumer end after the rectification was 232 volts and without fluctuations. The same was acknowledged by the consumer of the service.
3. Regarding interruptions to the colony the respondent replied that the complainants service is being fed from SS-7 a 50KVA transformer fed from 11KVA Mangalagiri town feeder emanating from 33/11 KV Nulakapeta SS and is with town feeder status, but not rural.
4. It is observed that the problem of low voltage is due to bad contact in the conductor joints which was rectified subsequently on the complaint and hence the first grievance of the complainant is resolved.
5. Regarding feeding the respondents replied that the supply is from town feeder, but the reason for interruptions is not explained.

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

ORDER

The respondents are directed that they shall take steps to minimize interruptions to the said area of Ambedkar Nagar, 28th ward, Mangalagiri being under the jurisdiction of Mangalagiri town.

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 21st day of September 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 to the General Manager/ CSC/ Corporate office/ Tirupati for pursuance in this matter.