

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: 86/ 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. SK.Md.Aarifuddin Complainant
C/o Jani Basha
DNo:7-598/1 behind Nidamarru Railway gate
Near Bilal Maseedu,
Mangalagiri Post and mandal
Guntur-Dist-522503

And

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

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Sri. SK.Md.Aarifuddin, C/o Jani Basha, DNo:7-598/1 behind Nidamarru Railway gate Near Bilal Maseedu, Mangalagiri Post and 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 has stated that

1. He is an agl. consumer with SCNo:2127 with single phase supply at Nidamanur Gate of Mangalagiri town in Guntur-Dist.
2. He had paid amount about one year back for three phase supply on town feeder, but the matter is not taken up.

3. He got the reply that the poles and the conductor are to be replaced and if it is to be done immediately the consumer has to bear the cost of estimate, otherwise has to wait for his turn.

4. Requested to provide the line at the earliest possible.

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. SK.Md.Aarifuddin Behind Nidamaru Railway Gate, Mangalagiri during Vidyuth Adalath conducted in Mangalagiri sub-division on 18-06-2013 regarding fixing of meter to AGL service. On 05-08-2013 AAE/Opn/D-2/Mangalagiri inspected the above said location and submitted detailed report as follows:

- a. The consumer is having AGL Sc.No:2127, Mangalagiri which has ALMU as it is feeding from 24 hrs 3 phase supply from 11KV Mangalagiri feeder emanating from 33/11KV Nulakapeta SS.
- b. Due to some miscreants had erupted fire in the field below the existing AB cable was feeding the above said service and two wires of the 3 x 16 +25 sqmm AB cable was damaged.
- c. An estimate was prepared and submitted to the DE/Opn/T-2/Guntur and same was sanctioned vide SDR.IMP No.45/13-14 03-07-2013. The replacement of damaged cable work under progress and will be completed by end of 31st August.

Findings of the Forum:

1. The grievance of the complainant is that he is now getting supply under single phase for his agl. service and paid the necessary charges for

conversion into three phase supply, but the work is not taken up by the respondents stating the reason that he had to bear the cost of the conductor and the poles if he want to be done immediately or otherwise has to wait for his turn.

2. Contra to the above the respondent-3 i.e. the DE/Opn/T-2/Guntur in his reply stated that the said service of the complainant is under 3 phase 24 hrs supply from 11KV Mangalagiri feeder emanating from 33/11 KV Nulakapeta SS. Due to some fire accidents the AB cable feeding the said service was damaged. For replacement of the same he had prepared and sanctioned an estimate on 03-07-2013 and the replacement work will be completed by 31-08-2013.
3. It is understood that the said agl. service is on 24 hrs supply town feeder with three phase provided with ALMU (agl. load monitoring unit) to restrict the usage of three phase supply by the consumer not more than 7 hrs as set by.
4. The exact date of failure of the cable and the date of complaint filed before the respondents by the complainant are not mentioned neither by the consumer nor by the respondents, but however the date on which the complaint was made in the Forum i.e. 20-06-2013 is taken as the date of complaint.
5. In accordance with the Guaranteed Standards of Performance the said problem of cable break down shall be restored within 24 hrs in rural areas otherwise which the respondents shall have to compensate the complainant an amount of Rs.50/-. The respondents mentioned that the work will be completed by 31-08-2013 and have to adhere the date.

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

ORDER

The respondents are directed that

1. Shall complete the work of replacement of the damaged cable for the service number:2127 of the complainant not later by 31-08-2013.
2. Shall remit an amount of Rs.50/- to the complainants service towards compensation with in 90 days from the date of this order.
3. Shall report compliance on the item 1 above by 07-09-2013 and item 2 above within 100 days from the date of this order.

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.