

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:89/ 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. R.Vijaya Kumar
C/o Ramesh Babu
Dno:11-450., C3,
Mangalagiri Village, Post & Mandal,
Guntur-Dist-522503

Complainant

And

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

Respondents

* * *

Sri. R.Vijaya Kumar, C/o Ramesh Babu resident of Dno:11-450., C3, Mangalagiri Village, Post & 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. He is a resident of NCC road, old Mangalagiri of Guntur-Dist with SCNo: 18247.
2. He is suffering with low voltage problem in the area.
3. Requested to resolving the problem of low voltage.

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

The respondent-1 Assistant Engineer/Operation/D-1/ Mangalagiri and the Divisional Engineer/Operation/Town-2/Guntur in their separate but similar written submissions dt:09-07-2013 and 22-07-2013 received in this office on 15-07-2013 and 30-07-2013 stated that:

1. Regarding low voltage to SCNo:18247 at NCC road of Mangalagiri town. The service was inspected by me and observed that supply is feeding from LT.Network of SS-80 (Hussain Katta) having a DTR capacity of 100KVA that the existing DTR having major portion of LT-I phase 3 wire line. Due that the DTR was unbalanced even through the DTR was having sufficient load.
2. To rectify the problem of un balanced loads on the existing DTR of SS-80 the conversion of LT-1 phase 3 wire line in to LT-3 phase 5 wire line was proposed under T&D improvement works. The estimate was technically sanctioned by higher authorities.
3. The work order was obtained. The materials have to be drawn and work was under progress and will be completed by 31-07-2013.

Findings of the Forum:

1. The grievance of the complainant is that he is suffering with low voltage problem prevailing in the area of NCC road, old town, Mangalagiri where he is residing in.
2. The respondent-1 i.e. the AAE/Opn/D-1/Mangalagiri in his reply regarding the low voltage stated that he had inspected the service of the complainant and noticed that the supply was fed from LT.Network of SS-80 a 100KVA capacity DTR under which the major portion of LT-Lines are of single phase three wire.

3. Due to that the DTR was loaded with imbalance though having sufficient capacity.
4. To rectify the problem of unbalance loads on the DTR it was proposed to convert the LT single phase three wire line into three phase 5 wire line under the head of T&D improvement works will be completed after drawl of the materials.
5. In accordance with the Standards of the Performance, the problem of low voltage is to be resolved within 120 days where there is requirement of system enhancement.
6. In this case the complaint was made on 18-06-2013 and hence is to be resolved by 16-10-2013, but where as the respondent-3 i.e. the DE/Opn/Town-2/Guntur stated that the said work will be completed by 31-07-2013 which is far before the targeted date.
7. However if the grievance is not resolved by 16-10-2013, the respondents shall have to compensate the complainant @ Rs.100/- for each day of delay the days counted from 17-10-2013 till the date of its resolution.

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

ORDER

The respondents are directed that

1. shall resolve the problem of low voltage of the complainants area not later by 16-10-2013.
2. shall remit an amount equal to the multiplication of Rs.100/- with the number of days counted from 17-10-2013 till the date of resolution of the low voltage problem.

3. shall report compliance on the items 1 and 2 above within 7 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 this the 12th day of August 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.