

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

On this the 25th day of March 2015

In C.G.No:68/ 2014-15/Kurnool Circle

Present

Sri P.Venkateswara Prasad
Sri A.Sreenivasula Reddy
Sri T. Rajeswara Rao
Sri A. Satish Kumar

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri S.Saifulla and Others
S/o Late . S.Bade Saheb
D.no : 85-160
Shareen Nagar ,B Camp
Kallur– Post Office
Kurnool – Dist 518002

Complainant

AND

1.Assistant Engineer/Industrial Estate
2.Assistant Divisional Engineer/D-II/Kurnool
3.Divisional Engineer/Kurnool

Respondents

Sri S.Saifulla S/o Late S.Bade Saheb is a resident of D.No:85-160 and Others Shareen Nagar,B Camp , Kallur, Post office ,Kurnool –Dist herein called the complainants, In their complaint dt:18-07-2014 filed in the Forum on dt: 18-07-2014 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 resident of D .No:85-160, Shareen Nagar ,B Camp , Kallur , Kurnool - Dist with Sc.No :49129.
2. He is facing low voltage in the locations SN-5/6,SN5/7,SN-5/8,SN-5/9,SN5/10, and SN – 5/11, in Ind.Estate Section,Kurnool.

3. He is facing many problems due to low voltage during night time even Tubelights are not lighting .
4. He has given complaint to A.E of concerned Section Office on 19.6.2014.The AE has promised to solve the problem within one week but problem is not resolved.
5. The consumer filed a petition at CGRF on 18.07.2014 for low voltage complaint in the locations SN-5/6,SN5/7,SN-5/8,SN-5/9,SN5/10, and SN- 5/11, in Ind.Estate Section,Kurnool.

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

The respondent-II i.e. the Assistanat Divisional Engineer/ D -II/ Kurnool in his written submission dt:27.02.2015, received in this office on dt:02.03.2015 stated that:

1. The consumer and the people of Shareen Nagar are facing of low voltage in the locations SN-5/6,SN5/7,S/N5/8,SN-5/9,SN-5/10 AND SN – 5/11, in Ind.Estate,Kurnool.
2. He has submitted that the Hsc No:49129 Shareen Nagar belongs to Ind.Estate Section,Kurnool. The above locations from SN-5/6 TO SN-5/11 and the service bearing Hsc No.49129 on 19.07.2014. This service is feeding from 160KVA Shareen Nagar-5 DTR, measured the voltage at his phase to neutral voltage is 202 Volts.
3. The action taken in conversion of six spans from single phase 3 wire line to three phase 5 wire line stringing and load balance is done in the above locations by equally distributing service wires in the three phases and also at the Shareen Nagar-5 DTR.

4. Now the voltage at the consumer premises is improved from 202 volts to 235 volts .
The consumers are also exhibit their satisfication about the improved voltage and the line conversion works.

Findings of the Forum

1. On registering the complaint the Respondent No 2 has inspected the location of the complainant and observed that the low voltage is prevailing in the lines due to non conversion of three wire line into 3 & 5 wire line and due to non balancing of loads.
2. The Respondent 2 has taken steps for load balancing and also converted the S Q 3 wire lines into 3 Q 5 wire line and hence the low voltage problem in the entire location was resolved.

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

ORDER

Since the Respondents have promptly attended to the complaint and succeeded in resolving the low voltage problem by initating necessary steps so that the complainants Grievance is fully resolved.

Accordingly the case allowed and disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 25th day of March, 2015.

Sd/-
Member(Legal)

Sd/-
Member(C.A)

Sd/-
Member(Accounts)

Sd/-
Chairperson

True Copy

Chairperson

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter