

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

On this the 27th day of August 2015

In C.G.No:225/ 2014-15/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri S.A.R Babu and Others
Chandhra Mouli Nagar East
Kovvuru
Kovvuru- Post Office
Nellore- Dist

Complainant

AND

1.Assistant Engineer/Kovvuru Rurals
2..Assistant Divisional Engineer/Kovvuru
3. Divisional Engineer/Kavali
4.Superintending Engineer/Operation/Nellore

Respondents

Sri S.A.R Babu and Others are resident of Chandhra mouli Nagar East , Kovvuru, Kovvuru, Nellore- Dist ,here in called the complainant, In their complaint dt:05.03.2015 filed in the Forum on dt:05.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. They are resident of Chandhra Mouli Nagar East , Kovvuru, Kovvuru, Nellore- Dist

2. They are Agricultural consumers and their lands are under transformer no.0926004-38 under this transformer 43 motors are connected due to this it is overloaded and frequently burning off and causing lot of loss to them.
3. Due to this their crops are drying. They are requested A.E several times to rectify the problem but there is no response.
4. So kindly rectify the problem by providing additional two transformers.

The respondent-1 and 2 i.e. the Assistant Engineer/Operation/Kovur Rurals and the Assistant Divisional Engineer / O/APSPDCL/Kovur in their combined written submission dt:01.04.2015, received in this office on dt:15.04.2015 stated that:

1. The Padugupadu SS 38 Transformer is an agricultural transformer under 11 KV Padugupadu Rural Feeder emanating from 33/11 KV Padugupadu SS. The Transformer capacity is 100 KVA . 32 Nos authorized connections are under this transformer . 26 Nos connections are having a connected load of 3HP each and 6No.having 5 HP each. As Kovur Mandal is under delta area the farmers are cultivating the one crops under canal water and second crop under bore wells . usually most of the farmers are cultivating one crop i.e under canal water . But for this season as there are no rains and due to lack of sufficient water in the Kanigiri Reservoir (Main source of canal water) most of the farmers are cultivating the crops under bore wells. That's why the transformer is over loaded.
2. Whenever all the motors are operated then the low voltage is developed and tail end motors are not running . This problem was arised in this season only.
3. The transformer was not failed occasionally. Previously it was failed on 08.11.11 and now on 20.1.15. This is due to heavy gale the transformer was fell down from the plinth.

4. In their division the HVDS was commenced where Agriculture was predominate under bore wells i.e . Dagadarhti , Kaligiri and Jaladanki sections for Kovur it will be commenced in the coming year.
5. However to avoid low voltage to the tail end consumers one no.25KVA additional DTR was proposed vide WBS No.T-2014-04-02-11-01-016 and the work will be completed soon after received the material allotment.

The respondent-1 i.e. the Assistant Engineer/Operation/Kovur Rurals and in his written submission dt:22.07.2015, received in this office on dt:04.08.2015 stated that:

1. The consumer of SS-28, S.A.R.Babu has represented Hon'ble Consumer Grievances Reddressal Forum , to avoid low voltage under SS-38 , Chandramouli Nagar of Kovur Mandal. An estimate was prepared for providing of 1 No. Addl.25 KVA DTR under SS-38 of CM Nagar of Padugupadu vide WBS .No.T-2015-04-02-11-01-016 and the estimate was sanctioned vide sanction No.DR/NLR/IMP/No.19/2015-16 Dt.11.05.2015 under T&D improvement . The material was allotted by SE/OPN/NLR for the above said work on 29.06.2015. Now the work was completed by erecting a Addl.25 KVA DTR under SS-38 of Chandramouli Nagar of Padugupadu on 02.07.2015, now there is no low voltage to the far end consumers.

Findings of the Forum

1. Sri S.A.R Babu and several others of Chandramouli Nagar ,Kovur,Nellore have lodged a petition before the Forum requesting to resolve the low voltage problem they are facing for their agriculture motors under SS-38 transformer is frequently failing and causing lot of loss to them.
2. Responding to the notice issued by the Forum, the Respondent No 1 in his letter dated 22.07.2015 received in the Forum on 04.08.2015 has informed that one no.25 KVA additional distribution transformer has been erected on 02.07.2015 under SS.38 of Chandramoulinagar of Padugupadu and hence there is no voltage at present.
3. The complainant Sri S.A.R babu in his letter dated 22.07.2015 addressed to the Chairman, CGRF has affirmed that the low voltage problem has been resolved by the Respondents by erecting one number 25 KVA distribution transformer. The complainant has not mentioned the date of erection of DTR .But he has expressed his sincere thanks for the erection of DTR.

4. In accordance with Sl.No VI(ii) voltage fluctuations under the column service area as contemplated in Schedule II Guaranteed Standards of performance and compensation to consumers in case of default vide amended Regulation No .9/2013 read with principal Regulation No. 7/2004 , the time Schedule fixed for redressing the low voltage problem by upgradation of distribution system is 120 days.

In the instant case the case was registered on 05.03.2015 and taking the 7 days for delivery of notice and 120 days time standard the due date for resolving the grievance will fall on 11.07.2015 but as per the submission of the Respondent the DTR was erected on 02.07.2015 i.e within the time standard .Hence no compensation.

ORDER

Since the low voltage problem of the complainant has been resolved by the Respondents within the stipulated standard time limit by erecting one .no.25 KVA additional DTR , the case is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 27th day of August 2015.

Sd/-
Member(Legal)

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.

