

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

On this the 15th day of June 2015

In C.G.No:257/ 2014-15/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri K.Kesavulu
D.No:1.2.15c ,West street
Near Gandhi Mandir
Naidupet
Naidupet – Post Office
Nellore – Dist
524126

Complainant

And

1.Assistant Engineer/Operation/Pellakur
2.Assistant Divisional Engineer/Naidupet
3.Divisional Engineer/Construction/Nellore
4.Divisional Engineer/Naidupet
5.Superintending Engineer/Operation/Nellore

Respondents

Sri K.Kesavulu is a resident of D.No:1.2.15c West Street, Near Gandhi Mandir ,Naidupet, Naidupet - Post Office , Nellore – Dist. herein called the complainant, in his complaint dt:30.03.2015 filed in the Forum on dt:30.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that:

1. He is a resident of D.No:1.2.15c West Street, Near Gandhi Mandir ,Naidupet, Naidupet - Post Office , Nellore – Dist.

C.G.No:257/2014-15/Nellore Circle

2. In Diguva chavali Distribution(SS-10) 100 KVA is there, now it is removed and under HDVS project for two 5HP services 25 KVA Transformer three 5 HP services laid .But for us for five members 25 KVA Transformer erected.

S.No	ASC	Name of the Conusmer	Distribution	Contracted Load
1	124	B.Munaswamy	E.Chavali	5 HP
2	595	N.Prakash	E.Chavali	5 HP
3	48	P.Chenchramaiah	E.Chavali	7.5 HP
4	103	G.Polaiah	E.Chavali	7.5 HP
5	344	K.Kesavulu	E.Chavali	7.5 HP
Total Load				32.5HP

For above services only one 25 KVA Transformer is erected

3. They are facing low voltage problems, so kindly rectify the problem .

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

The respondent-1 i.e. the Assistant Engineer/C&O/APSPDCL/Pellakur in his written submission dt:04.04.2015, received in this office on dt:08.04.2015 stated that:

1. The consumer representation of Sri K.Kesavulu resident of Eguva chavali village was received through the Assistant Divisional Engineer/Operation/Naidupet and he was represented that ,the HVDS contractor was erected 1 No.25 KVA DTR for 5 Nos Agricultural Services with a connected load of 30.0HP.Mean while the 5 Nos Agricultural Motors are not working properly.After receipt of complaint ,he visit the location on 11.10.2014 and service details are noted below for kind perusal.

S.No	ASC	Name of the Conusmer	Distribution	Contracted Load
1	124	B.Munaswamy	E.Chavali	5 HP
2	595	N.Prakash	E.Chavali	5 HP
3	48	P.Chenchramaiah	E.Chavali	5 HP
4	103	G.Polaiah	E.Chavali	5 HP
5	344	K.Kesavulu	E.Chavali	5 HP

Total Load	30.0HP
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The HVDS contractor provided 1 No.25 KVA DTR over 9.1 mts .PSCC pole for 30 HP connected load i.e., transformer is over load which causes motors are not running properly. And another location provision available for providing of new 16 KVA DTR i.e., 1 No 9.1 mts.PSCC pole was already erected for providing of 16 KVA DTR , and the same is intimated to Supervisor Sri Rajasekhar ,HVDS works ,in several times i.e., providing of 1 No .16 KVA DTR under SS*100 KVA Eguva Chavali.But he had not obeyed his oral instructions.

2. In this connection , he wrote a letter to the Assistant Divisional Engineer,Construction ,Gudur for providing of 2 Nos 16 KVA DTRs as per the representation of Sri K.Keasvulu of E.Chavali village and others in the C.G.No:257/2014-15/Nellore Circle and the same was intimated in the ADE/O/Naidupet and the DEE/O/Naidupet.And taking frequent pursuance regarding this matter,but not erected 16 KVA DTR , to Sri .K.Kesavulu.Again he addressed to this matter to the ADE/Construction ,Gudur for providing of 1 No.16KVA DTR by HVDS contractor for left over Agricultural services .But,the HVDS contractor has not provided 16 KVA DTR so far.
3. The consumer Sri K.Kesavulu, has approached to the Chief Engineer/Zone/Tirupati on 30.03.2015 regarding this issue and also represented to the Hon'ble Chair Person/CGRF/Tirupati.The Chief Engineer/Zone/Tirupati has orally instructed to the Assistant Divisional Engineer/Operation/Naidupet and the Assistant Engineer/C&O/Pellakur ,for providing of 1 No 16 KVA DTR for releasing of over load from 25 KVA DTR under T&D improvements works, due which works are not executed by the construction wing.
4. Immediately he prepared an estimate for providing of 1 No 16 KVA DTR and submitted to the higher authorities for further sanction .After receipt of sanction and taking the materials for the above estimate the works will be carried out.

The respondent-2 i.e. the Assistant Divisional Engineer/Operation /APSPDCL/Naidupet in his written submission dt:06.04.2015, received in this office on dt:08.04.2015 stated that:

1. The consumer of Sri K.Kesavulu resident of Eguva Chavali village has represented to the undersigned that the HVDS contractor has erected 1 No. 25

KVA DTR for providing of 5 Nos, services with a load of 30 Hp. Causing the erected 25 kVA DTR is overloaded and motors are not working properly. Immediately the same representation was transmitted to the A. E/C&O section, Pellakur for visit the said location and also the same was intimated to the ADE/Construction/Gudur and HVDS contractor for providing of 1 No 16 KVA DTR to Sri K.Kesavulu to releasing of over load from existing 25 kVA DTR.

2. Further the AE/C&O section ,Pellakur was informed several times to the HVDS contractor and construction wing for providing of 1 No 6 KVA DTR by HVDS contractor for left Agricultural services vide .But the HVDS contractor has not provided 16 kVA DTR so far.
3. The consumer Sri K.Kesavulu, has approached to the Chief Engineer/Zone/Tirupati on 30.03.2015 regarding this issue and also represented to the Hon'ble Chair Person/CGRF/Tirupati. The Chief Engineer/Zone/Tirupati has orally instructed to The Assistant Divisional Engineer/Operation/Naidupet and the Assistant Engineer/C&O/Pellakur ,for providing of 1 No 16 KVA DTR for releasing of over load from 25 KVA DTR under T&D improvements works, due to left over Agricultural services which are not covered in HVDS works.
4. Further the AE/C&O section ,Pellakur has prepared an estimate and submitted to the higher authorities for further sanction. The DEE/O/Naidupet has sanctioned the estimate vide sanction no .SDR/NPTR.NO.01/2015-16.dt;08.04.2015.
5. After receipt of materials allotment for the above estimate from the higher authorities, the erection work of 1 No.16KVA DTR shall be completed and compliance report is to be submitted to the Hon'ble Chair Person/APSPDCL., Tirupati for kind perusal.

Further the Assistant Divisional Engineer/Operation /APSPDCL/Naidupet in his written submission dt:06.04.2015, received in this office on dt:08.04.2015 stated that:

1. He has already submitted information to the Hon'ble Chair person /CGRF/APSPDCL/Tirupati against consumer complaint as per the letter dated 6.4.2015. Further the AE/C&O section Pellakur has prepared an estimate and submitted to the higher authorities the same was sanctioned by the

C.G.No:257/2014-15/Nellore Circle

DEE/O/Naidupet vide sanction No.SDR/NPTR/IMP NO.01/2015-16,dt 08.04.2015 .And draw the materials including 16 KVA DTR from District stores, Gudur on 09.04.2015 for the above work.

2. After that the works were completed on 10.04.2015 duly erecting 1 No 16 KVA DTR in said location and power supply is extended to the consumer premises and Agricultural Motor loads are working normally under the DTR. These progress of works is carried out in presence of the consumer Sri K.Kesavulu and he was given his consent letter for work completion status. the same was submitted for your kind pursuance.

The respondent-3 i.e. the Divisional Engineer/Operation /Constructions /APSPDCL/Nellore in his written submission dt:13.04.2015, received in this office on dt:20.04.2015 stated that:

1. The HVDS work was awarded to M/S Shirdi Sai Electricals.**Kadapa** vide Agreement No.37/2011-12 of CGM/Proj/Tirupati in Naidupet Division.The work was started during 12/2012 and completed during 12/14 .The HVDS work for 100KVA mother DTR at Diguvachavali named as Chemadapalem SS 10 was started during 08/14 and completed during 09/14 .After completion of works , the necessary bills are prepared and submitted as CC 17th and part bill on 1.010.2014.
2. The small DTR of 25 KVA was erected under HVDS work pertainaing to E.Chavali and pennepalli distribution for a load of 25 HP as listed below mother DTR under Chemadipalem SS 10

Sl.No	SC.No	Name of the consumer	Distribution	C.L
1	595	N.Praksah	Eguva Chavali	5.0 HP
2	103	G.Polaiah	Eguva Chavali	7.5 HP
3	48	P.Chench Papaiah	Pennepalli	7.5 HP
4	124	B.Munaswamy	EguvaChavali	5.0Hp

3. At the time of joint inspection and at the time of execution of work, the service pertaining to Sri K.Keasavulu was not shown either by staff or by consumer.This service was released on 18.09.2014.There is no any limitation from any of staff of Operation Wing during 10/14 about service missing. The

AE letter was not received by ADE/CON/Gudur due to that the AE/Pellakur addressed letter to ADE/CON/Nellore instead of ADE/CON/Gudur without proper address.

4. As per oral instructions from higher authorities , no work to be taken under any mother DTR in which HVDS work completed and billed. At the same time , necessary oral instructions are given to operation wing to take necessary action for extending supply for missing services. This is for favour of information please.

The respondent-1 i.e. the Assistant Engineer/Operation/APSPDCL/Pellakur in his written submission dt:15.04.2015, received in this office on dt:22.04.2015 stated that:

1. The consumer Sri K.Kesavulu E.Chavali village had represented that the HVDC contractor was not provided 1 No 16 KVA DTR his existing services .As per the the Chairperson /CGRF/APSPDCL instructions, provided 1 No .16 KVA DTR to K.Kesavulu E.Chavali and others on 10-04-2015 and the transformer was changed & given supply to his Agricultural Services same day i.e.,10.4.2012 after sanction of estimate i.e.sanction no SDR/NPTR/IMP no 1/2015-16 dt 07.04.2015. The work completion report from the consumer is here with enclosed.

Findings of the Forum:

1. Sri K.Kesavulu of Eguvachavali,Pellakur Mandal,Naidupet has lodged a complaint before the Forum in person on 30.03.2015.The complainant in his request has stated that as part of HVDS,the Respondents have removed 100KVA DTR and erected one No.25 KVA DTR to cater to 5 Agricultural services with connected load of 32.5 HP, and hence the DTR became overloaded and they have been suffering from the low voltage problem.
2. The Respondents after receipt of notice from the Forum have arranged one .No 16 KVA DTR on 10.04.2015 after getting proper sanctions for the estimate & materials received and thereby the low voltage problem of the complainant has been resolved .
3. In accordance with Guaranteed Standards of performance and compensation to consumers in case of default as contemplated in Sl.No VI ii of Schedule II of Regulation No 9/2013 of the Hon'ble APERC, the low voltage problems in case of

upgradation of distribution system is required shall be resolved within 120 days from the date from the date of receipt of complaint by the Respondents.

4. In the instant case the time limit of 120 days will expire by 28.07.2015, whereas the Respondents have resolved the low voltage problem on 10.04.2015. The complainant in his letter addressed to the Chairperson dated 10.04.2015 has confirmed the erection of 16 KVA DTR and expressed his gratitude for resolving his problem.

ORDER

Since the grievance of the complainant to resolve the low voltage problem has been redressed by the Respondents within the time limit by providing one.no.16KVA DTR , the case is disposed off accordingly.

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 15th day of June 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.