

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

On this the 21st day of August 2015

In C.G.No:205/ 2014-15/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Kaveti Venkatesh
C/o Sankaraiah
1-57
Vavintaparthu
Podalukur
Nellore-Dist
524345

Complainant

AND

1.Assistant Engineer/Podalukur
2..Assistant Divisional Engineer/Podalukur
3. Divisional Engineer/Nellore Rural

Respondents

Sri Kaveti Venkatesh C/o Sankaraiah is a resident of D.no:1-57 , Vavintaparthu ,Podalukur,Nellore –Dist here in called the complainant, In his complaint dt:23.02.2015 filed in the Forum on dt:23.02.2015 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 the resident of D.No:1-57, Vavintaparthu, Podalukur, Nellore –Dist.
2. He is Agricultural consumer with Service No:187, and he had 100HP Transformer and it is overloaded and it is tripping and needed 100HP more Tranformer.

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3. The height of electrical lines are low to ground level.
4. So kindly rectify the problem.

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

The respondent-1 i.e. the Additional Assistant Engineer / O/APSPDCL/Podalukur in his written submission dt:21.07.2015, received in this office on dt:06.08.2015 stated that:

1. The complaint was received from K.Venkatesh regarding low voltage during the adalt held at Podalukur on 23.02.2015.
2. In this connection , it is to submit that 2 Nos additional DTRs were erected in the location and the problem has been solved. The consumer intimated accordingly.

Findings of the Forum

1. Sri K.Venkatesh and several others of Vavintaparthu ,Podalukur have registered a complaint before the Forum on 23.02.2015 during the Vidyuth Adalath conducted at Podalukur requesting to provide one more additional 100 KVA DTR in their village to avoid low voltage problem from which they have been suffering since long time.
2. The Respondent No.1 in his submission dated 21.07.2015 received in the Forum on 06.08.2015 has informed that 2 No.s additional 25 KVA DTR s were charged in the location and the problem has been solved now.
3. When the complainant has been contacted over phone on 21.08.2015 at 10.55 Am by the Member Accounts CGRF, he has confirmed about erection of 2 Nos , 25 KVA additional DTRs and also informed that works have been completed in full shape for charging 2 more 25 KVA DTRs at their location and conveyed his pleasure over resolving the long pending issue of low voltage.
4. As could be observed from the letter of Respondent No.1 addressed to the complainant dated 07.06.2015 and acknowledged by the complainant on the same date it is construed that additional DTRs were charged on 07.06.2015 only.
5. In accordance with Sl No VI voltage fluctuations under service area as contemplated in Schedule II Guaranteed Standards of performance and compensation to consumers in case of default the time standard fixed by Hon'ble APERC in Regulation No.9/2013 is 120 days if up- gradation of

distribution system is required to resolve the problem . In the instant case the stipulated time will expire by 24.06.2015, whereas it has been resolved on 07.06.2015 i.e., before the due date. Hence no compensation.

ORDER

Since the long pending issue of low voltage problem of the complainants have been resolved by the Respondents in accordance with Regulation 9/2013 , 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 21st 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.