

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

On this the 26th day of June 2014

In C.G.No:17/ 2014-15/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 Tanneru Siva Sankar and others
Tankasalavari Street,
Nazerpeta –Post,
Tenali Town,
Guntur-Dist

Complainant

And

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

Respondents

Sri Tanneru Siva Sankar and others, residents of Tankasalavari Street, Nazerpeta –Post, Tenali Town, Guntur-Dist herein called the complainant, in their complaint dt:23-05-2014 filed in the Forum on dt:23-05-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are residents and consumers of Tankasalavari street, Nazerpet, Tenali and they are facing voltage fluctuations every day in the evening and because of this they are forced to stay in dim light and even fans are not functioning in at full speed suffering kids on enquiry from the departmental people they came to know that the said voltage fluctuations are on account of over loading of distribution transformer the matter was reported early

several times to the department both in oral and writing, but was not cared for till to date.

2. Requested the Forum to examine the case and pass such orders for erection of new transformer and relived them of the problems.

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

The respondent-1 i.e. the Assistant Engineer/Operation/D-1/Tenali in his written submission dt:06-06-2014, received in this office on 10-06-2014 stated that:

1. On 23-05-2014, one representation was received from Sri. Tanneru Siva Sankar, Tankasalavari street, Nazarpet, Tenali stating that in Tankasalavari Street area daily voltage fluctuations in evening timings, due to this reason tube lights and fans are not working properly. The same was intimated to department several times for rectification of Low voltage problem. The electrical department staff was said the DTR is over loaded.
2. The consumers of Tankasalavari street are objections raised for erection of additional DTR since last 2 years. Tankasalvari street area, Municipal roads are very narrow and there is no open area for erection of additional DTR in Tankasalavari street.
3. On 28-05-2014 he had inspected the Tankasalavari street premises and proposed for LT load bifurcation to near by DTR;s for better voltage improvement for immediate avoiding voltage fluctuations. After that prepare the estimation for providing of LT loads bifurcation of 120 mts span of 3 Ph 5 wire line with 8.0mts PSCC poles and it was sanctioned SDR.No..IMP 47/14-15 from DE/Opn/TNL on dt:06-06-2014. The work will be completed within a month.

Findings of the Forum:

1. The grievance of the complainants is that they are suffering with voltage fluctuations in their street because of the over loading of transformer feeding their services and requested the Forum to pass orders for erection of additional transformer to meet the demand.
2. The respondent-1 i.e. the AE/Opn/D-1/Tenali while replying the above stated that they have proposed for erection of one number additional transformer in the area about 2 years back and are still trying for erection, but the same residents are objecting the erection of transformer as the municipal roads are very narrow and there is no open area for erection of transformer in that street. On receipt of the complaint on 28-05-2014 he once again inspected the street and proposed for load bifurcation on LT side on to another near by transformer for voltage improvement and avoiding fluctuations as an immediate solution. He had also proposed for erection of a linking line for a distance of 120 mts and the work will be completed in a month i.e. by 30-06-2014.
3. In accordance with Guaranteed Standards of Performance voltage fluctuations problem is to be resolved within 120 days from the date of complaint in cases where there is requirement of system expansion/enhancement. Herein this case since the complaint was made on 23-05-2014 the respondents shall have to resolve the problem not later by 20-09-2014.
4. The respondents shall have to compensate each of the complainant @ Rs.100/- for each day of delay beyond the said date of 20-09-2014 till its resolution.
5. From the complainants side, it is the responsibility of the residents of the area to provide necessary place for erection of additional transformer or suitable action proposed by the respondents to resolve the problem of voltage fluctuations in their area and shall render a letter of majority acceptance to that effect failing

which they shall have to forego the benefit and are restrained to report the matter in future.

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

ORDER

The respondents are directed that they

1. shall resolve the problem of voltage fluctuations for all the complainants not later by 20-09-2014.
2. shall compensate each of the complainant @ Rs.100/- for each day counted from 21-09-2014 till the date of its resolution.
3. shall report compliance on the items 1 and 2 above as applicable within 7 days from the date of fulfillment of the activity.

The complainants shall provide necessary place for erection of additional transformer or suitable action proposed by the respondents to resolve the problem of voltage fluctuations in their area and shall render a letter of majority acceptance to that effect failing which they shall have to forego the benefit and are restrained to report the matter in future.

Accordingly the case is allowed in full 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 26th day of June 2014.

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 to the General Manager/CSC/Corporate office/Tirupati for pursuance in this
matter.