

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:19/ 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 P.Kodanda Ramamurthy
C/o Radhakrishna Murthy and others
DNo.21-24-17/5,
Ramalingeswara Peta,
Tenali Town-Post,
Tenali Town,
Guntur-Dist-522201

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 P.Kodanda Ramamurthy, C/o Radhakrishna Murthy and others DNo.21-24-17/5 residents of Ramalingeswara Peta, Tenali Town-Post, Tenali Town, Guntur-Dist-522201 herein called the complainant, in thier 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 tail ends of Yenadi colony, Chruch Raod, of Ramalingeswar peta, Tenali of Guntur-Dist and they are suffering with low voltage problem since the last 5 to 6 years resulting in dim light and damage of the domestic appliances.

2. Requested to provide three phase line instead of the existing single phase network in their area.

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. P.Kodanda Ramamurthy, Ramalingeswara Peta, Tenali stating that in Ramalingeswara Peta area low voltage problem due to this reason Tube lights and fans are not working properly and requested to provide 3 phase line.
2. On 28-05-2014 he had inspected the Ramalingeswara Peta premises and observed that most of the services are feeding on LT single phase 3 wire line due to this reason low voltage problem is occurred. After that prepare the estimation for conversion of 350 Mtrs from single phase 3 wire line to 3 phase 5 wire line 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 complainants grievance is that they are suffering with low voltage problem and the reason putforth by them is the existing single phase line and they are at the tail end of the feeder. Requested the Forum to order the respondents for conversion of existing single phase line to three phase for improvement of the voltages.
2. The respondent-1 i.e. the AE/Opn/D-1/Tenali while replying the above stated that on 28-05-2014 he had inspected the said area of Ramalingeswarao peta and observed that most of the services are being fed from LT-single phase 3wire line resulting in low voltage problem. He had prepared an estimate for

conversion of the existing line from single phase to three phase 5 wire line which was already sanctioned and the work will be completed within a month.

1. 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.
2. 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.
3. From the complainants side, it is the responsibility of the residents of the area to co-operate with the respondents for suitable action proposed by them to resolve the problem of voltage fluctuations in their area 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 co-operate with the respondents for suitable action proposed by them to resolve the problem of voltage fluctuations in their area 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.