

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

On this the 21st day of May 2015

In C.G.No:77/ 2015-16/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri N.Mothilal Singh and Others
C/o N.Jawaharlal Singh
Isukapalem
Buchireddypalem – Post Office
Buchireddypalem
Nellore – Dist
524152

Complainant

And

1.Assistant Engineer/Operation/Buchi Rurals
2.Assistant Divisional Engineer/Buchi
3.Divisional Engineer/Kavali

Respondents

Sri N.Mothilal Singh and Others C/o N.Jawaharlal Singh
Isukapalem,Buchireddypalem – Post Office , Buchireddypalem Nellore – Dist. herein
called the complainant, in his complaint dt:20.04.2015 filed in the Forum on dt:20.04.2015
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 residents of Ambedkar Nagar of Isukapalem,Buchireddypalem – Post
Office , Buchireddypalem Nellore – Dist.

CG.NO:77/2015-16/NELLORE CIRCLE

2. 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/Buchi Rurals in his written submission dt:30.04.2015, received in this office on dt:04.05.2015 stated that:

1. The complainant submitted his grievance regarding low voltage problem under SS13, 100KVA DTR at Iskapalem(V)Buchireddypalem(M).
2. After receiving this grievance, immediately he has inspected the area under SS 13(100KVA) and noticed that “these consumers are getting low voltage because of un-balanced loads in three phases of SS 13(100 KVA) distribution transformer “ previously non of the consumers or his field staff has not expressed any low voltage problem with in this area.
3. Immediately they have carried the load balancing with in the three phases of this 100KVA DTR and got the better voltage to each and every consumer under this SS 13 DTR. Consumers have also expressed their satisfaction and submitted a representation to Divisional Engineer/Operation/Kavali.
4. In addition to this he has proposed one no. additional DTR under SS 13(100 KVA) and estimate submitted to Divisional Engineer/Operation/Kavali for early sanction soon after getting sanction the additional DTR has to be erected under SS 13 of Iskapalem village.

Findings of the Forum:

1. During the Vidyuth Adalath conducted at Buchireddypalem on 18.04.2015 by the Forum, Sri N.Mothilal Singh & Several others have filed a petition before the Forum stating that they are residents of Ambedkar Nagar of Isukapalem Panchayat and they have been suffering with low voltage for the last two years and requested to resolve the issue.
2. The Respondent No 1 in his submission dated 30.04.2015 received in this Forum on 04.05.2015 has stated that immediately after receipt of notice from the Forum he has carried out the load balancing within the three phases of 100KVA DTR and got the better voltage to all the complainants.

3. The complainants in their letter addressed to the Respondent No 3 have expressed that they are getting better voltage after load balancing and conveyed their gratitude towards the Respondents in resolving their problem .
4. In accordance with the Guaranteed Standards of performance as contemplated in Regulation No 9/2013 under schedule II , Sl No VI voltage fluctuations , if no expansion/enhancement of network involved , it has to be resolved within 10days from the date of receipt of the complaint.
5. In the instant case, the grievance of the complainants have been resolved on 27.04.2015 i.e well within the stipulated period.

ORDER

Since the low voltage problem of the complainants have been redressed by the Respondents within the stipulated period in accordance with Reg no9/2013, 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 May 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.

