

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

On this the 20th day of February 2018
In C.G.No:54/ 2017-18/Vijayawada Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

Sri. B. Ram Babu,
Nekkam Gollagudem,
Kanasanipalli Road,
Krishna-Dist

Complainant

AND

1. Assistant Engineer/O/Adavinekkalam
2. Assistant Divisional Engineer/O/Nuzvid Rural
3. Divisional Engineer/O/ Nuzvid

Respondents

1. During the Vidyut Adalat conducted at Nuzvid on 13.07.2017 Sri. V. Rambabu of Nekkam Gollagudem Kanasanipalli Road Krishna Dt. presented a complaint before this Forum wherein he has requested to rectify the low voltage problem being faced by the villagers of Adavinekkalam.
2. The Respondents 1 and 2 in their joint written submission have explained that 1 No. New additional 25 KVA DTR was erected on 12.12.2017 and thus resolved the low voltage problem. The Respondents have also measured the LT side of the DTR voltages as RY- 411 Volts YB- 413 Volts and BR- 415 Volts. In accordance with the provisions contained in Clause No.3.2 the voltages between phases shall be 415 volts and in accordance with the provisions contained in Para 1.8 of Schedule III overall standards of performance as contemplated in amended Reg. No.09/2013 the voltage unbalance does not exceed 3% at the point of commencement of supply. Since the voltages recorded are within the permissible limits, the low voltage problem is resolved fully.
3. In accordance with the provisions contained in S. No. VI (ii) voltage fluctuations under the caption service area vide Schedule II Guaranteed Standards of Performance and Compensation to consumers in case of default, as contemplated in Regulation. No.07/2004 as amended vide Regulation. 09/2013 dated 08.08.2013, the time standard

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