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

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- 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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JESPATCHED PATE DATE

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fixed to resolve the low voltage problem by up-gradation of distribution system is 120 days from the date of complaint failing which compensation @ 200/- per each day of default is payable if the event affects a single consumer, compensation of Rs.100/- each for each consumer affected per each day of default is payable if the event affects more than one consumer. In the instant case the complaint was filed on 13.07.2017 and the stipulated 120 days will expire by 10.11.2017. Since the Respondents have resolved the low voltage problem on 12.12.2017 there is a delay of 31 days in resolving the low voltage problem. Since only one complainant has filed the complaint and in the absence of information regarding number of consumers affected, it is presumed that only one consumer i.e the complainant was affected due to low voltage problem. Hence compensation for 31 days @ 200 per each day works out to Rs.6,200/- is payable as compensation to the complainant.

Accordingly the Respondents are directed to pay an amount of Rs. 6200/- as compensation by
way of adjustment against the current and/or future bills for supply of electricity to the
complainant service bearing No. 6614302000450.

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 day of 20th February 2018.

Sd/-

Sd/-

Sd/-

Sd/-

Member (Finance)

Member (Technical)

Independent Member

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.

Copy to the Nodal Officer(Chief General Manager/Operation)/CGRF/APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.