

**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: 58/ 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 G. Seshagiri Rao,
Eedara (V)
Krishna-Dist

Complainant

AND

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

Respondents

1. Sri. G. Seshagiri Rao and five other of Eedara (V) SC Colony presented a complaint before this Forum during the Vidyut Adalat conducted at Nuzvid on 13.07.2017 The complainants have informed that the SC Colony is provided with a 63 KVA transformer under which there are 13 services existing. Due to lengthy of line they are suffering with low voltage problem and there by the motors are burning. Hence requested the Forum to resolve the low voltage problem.
2. The Respondents No.1,2 and 3 in their joint submission have explained that a new additional 25 KVA DTR was erected on 10.12.2017 under SS-4 in addition to the 63 KVA DTR to avoid the low voltage problem. The Respondents have also measured the voltages on LT side of the DTR as RY- 410 volts YB- 415 BR -412 volts.
3. The Respondents 1 and 2 in their joint written submission have explained that 1 No. new additional 25 KVA DTR was erected on 10.12.2017 and thus resolved the low voltage problem. The Respondents have also measured the LT side of the DTR voltages as RY- 410 Volts YB- 415 Volts and BR- 412 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 3 overall standards of performance as contemplated in amended Regulation. 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.

C.G.No.58/17-18_Vijayawada Circle

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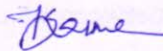
4. In accordance with the provisions contained in S. No. VI (ii) voltage fluctuations under the caption Service Area vide Schedule II Guaranteed Standards of Performance and Compensation to consumers in case of default, as contemplated in Regulation No.07/2004 as amended vide Regulation No. 09/2013 dated 08.08.2013, the time standard 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 10.12.2017 there is a delay of 29 days in resolving the low voltage problem. Since six consumers have filed the complaint, the low voltage problem affected six consumers and hence compensation of Rs.100/- each for each consumer affected per day is payable. Hence compensation for 29 days @ 100/- per each day for six consumers works out to Rs.17,400/- is payable as compensation to the complainants.
5. Accordingly the Respondents are directed to pay an amount of Rs. 17,400/- as compensation by way of adjustment against the current and/or future bills for supply of electricity to the complainants service bearing Nos. 6614307000734, 6614307001270, 6614307000516, 6614307001148, 6614307000384, 6614307001154.

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.