

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

**This the 29<sup>th</sup> day of October 2012**

**C.G.No:114/2012-13/Vijayawada Circle**

*Present*

*Sri K. Paul*  
*Sri A.Venugopal*  
*Sri T.Rajeswara Rao*  
*Sri K. Rajendra Reddy*

*Chairperson*  
*Member ( Accounts )*  
*Member ( Legal )*  
*Member ( Consumer Affairs )*

*Between*

Sri. A.Narasimha Rao & Others  
Anigiltlapadu (Village),  
Penuganchiprolu (Mandal),  
Krishna-Dist

Complainants

*And*

1. Assistant Engineer/Operation/Penuganchiprolu  
2. Assistant Divisional Engineer/Operation/Jaggaihpeta  
3. Divisional Engineer/Operation/Rurals/Vijayawada  
4. Superintending Engineer/Operation/Vijayawada

Respondents

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Sri. A.Narasimha Rao & Others residents of Anigiltlapadu (Village), Penuganchiprolu (Mandal), Krishna-Dist herein called the complainants, in their complaint dt: NIL filed in the Forum on dt:08-06-2012 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 agl. consumers under SS-2 transformer of Anigiltlapadu village of Penuganchiprolu mandal in Krishna-Dist.
2. There are some unauthorized agl. services on the transformer because of which the tail end motors are not running properly.

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3. The matter was reported to the AE and ADE Chillakallu upon which they came and conducted field inspection and decided that the transformer is at one end of the services and needs shifting to the load centre.
4. The unauthorized services were regularized and two numbers additional transformers also were erected to meet the loads, but the same were erected very close to the existing 100KVA transformer at SS-2.
5. But their problem of low voltage at the tail end is not rectified because the transformer was not shifted to the load centre and the connections recently obtained are provided with good supply. Whereas they are the oldest consumers utilizing power for the past 40 years, but still facing low voltage problems.
6. Requested for providing proper supply to their services.

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Jaggaihpeta in his written submission dt:09-08-2012 received in this office on dt:11-08-2012 stated that:**

1. He had inspected the premises and found that the complainants services are very far away of nearly 1KM from existing SS-2 to 63 KVA DTR.
2. The load on the DTR is also 90HP hence he arranged two numbers 25KVA transformers to give over load relief.
3. Even after erection of 25KVA transformer additionally the low voltage problem still persists.

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4. The services of the complainant A. Narasimha Rao and Others are very far away from the transformer and one of the transformers is to be shifted towards the services.
5. For the said shifting he is convincing the other consumers coming under the transformer and the delay in resolving the problem of the complainants is only due to non co-operation of the other consumers.
6. He will propose an other 16/25KVA transformer exclusively for the loads of the complainants, if the other consumer are not convinced and he will complete the said work not later by 31-8-2012.

**Findings of the Forum:**

1. The grievance of the complainants is that their agl service motors are not running properly due to low voltage as they are at the tail end of the transformer and requested for shifting of the transformer location.
2. The problem being low voltage shall be resolved within 120 days from the date of the complaint in accordance with the Guaranteed Standards of the Performance.
3. Here in this case the complaint was made on 08-06-2012 and shall be resolved not later by 07-10-2012.
4. The respondent-2 i.e. the ADE/Opn/Jaggaihpeta in his report stated that he had inspected the said location of the complainants services and is convinced with their arguments and felt that it is necessary to shift the transformer to the load centre.
5. The total load is 90HP and the total installed capacity of the transformers is  $63 + 25 + 25 = 113$  KVA which is sufficient to cater the loads, but the

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problem is cropped up only due to improper location of the transformers and the respondents should have taken care for erection of the additional two numbers transformers at the proper locations at the time of regularizing the additional loads itself by which they could have avoided the convincing method of the consumers.

6. However it is felt that the consumer who ever shall not insist for the locations of the transformer, but shall claim for only the rated voltages to run their motors since the transformers are the property of the licensee and are meant for serving all the consumers without any dispriority.
7. The contention of the respondent that he may propose for erection of one more additional transformer to satisfy the complainants is not at all correct as the installed capacity of the transformers is more than sufficient and any further enhancement of transformer capacity with the same existing authorized loads results in encouraging further unauthorized services which is not healthy.
8. As such the respondents shall take action to shift and re erect the existing transformers as per the load map and loads centers and do the needful not later by 07-10-2012. Though promised to complete by 31-08-2012.
9. The respondents are liable to compensate the complainants @ Rs 50/- to each consumer per each day of default beyond 07-10-2012.

In view of the above, the Forum passed the following order.

### **ORDER**

The respondents are directed that

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1. They shall remit an amount @ Rs 50/- each day of delay for each consumer since 07-10-2012 till the date of completion of the low voltage problem.
2. They shall report compliance on the item-1 of the order above within 7 days from the date of resolving the low voltage problem.

The complainants are advised that they shall not insist for the location of the transformers, but they can ask for the rated voltages and shall not resist and interfere with the respondents in locating the transformers and the shiftings as deemed fit.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 29<sup>th</sup> day of October 2012.

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 submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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