

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

**This the 28<sup>th</sup> day of July 2012**

**C.G.No:113/2012-13/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 M.Venkata Krishna Rao  
C/o M.Venkateswara Rao  
DNo:3/8, Kurumaddali Village & Post  
Pamarru Mandal  
Krishna-Dist-521157.

Complainant

*And*

1. Assistant Engineer/Operation/Pamarru  
2. Assistant Divisional Engineer/Operation/Pamarru  
3. Divisional Engineer/Operation/Machilipatnam

Respondents

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Sri M.Venkata Krishna Rao, C/o M.Venkateswara Rao resident of DNo:3/8, Kurumaddali Village & Post, Pamarru Mandal, Krishna-Dist-521157 herein called the complainant, in his complaint dt:06-6-2012 filed in the Forum on dt:06-6-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an agl consumer with service number 894 at Kurumaddali village of Pamarru Mandal in Krishna-Dist.
2. His above service motor is burning very frequently due to low voltage for the over loading of the transformer.

3. Requested to improve the voltages by providing addl. Transformer.

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

**The respondent-2 i.e. the Additional Assistant Engineer/Operation/ Pamarru in his written submission dt:13-6-2012 received in this office on dt:21-6-2012 stated that:**

1. The existing dist. Transformer feeding the complainants service could bear the connected and no such low voltage cases have been brought to his notice.
2. After receipt of the complainant's representation during adalath on 6-6-2012, he inspected the transformer under SS-12 and noticed simple variations in voltages.
3. In view of the future needs he decided to propose the addl. Transformer to avoid low voltage and provide load relief on the existing transformer.
4. Soon after getting sanction of the said estimate the problem of the complainant will be solved at the earliest possible.

**Findings of the Forum:**

1. The grievance of the complainant is that the motor connected to his service 894, Kurumaddali is frequently burning due to low voltage.
2. In accordance with the Guaranteed Standards of Performance the problem with low voltage is to be resolved within 120 days from the date of the complaint when there is system upgradation requirement and shall be resolved within 10 days when there is no expansion or enhancement of network involvement.

3. But the respondent-1 i.e. the AE/Opn/Pamarru reported that the existing transformer is sufficiently meeting the demand of its connected loads and no such low voltage case was referred to him expecting that of the complainant.
4. The respondent also reported that he noticed simple variations in voltage on the said transformer feeding the complainants service, but he did not mention the deviation of the voltages available at the consumer terminals.
5. The respondent also mentioned that he proposed an additional transformer in view of future needs and to avoid low voltage and to provide load relief on the existing transformer, but he did not specify either the capacity of the transformer or the loads incidental on the said transformer
6. The respondent on one side mentioning that the existing transformer is sufficiently meeting the demand of the existing loads, on the other side he is proposing an additional transformer just to meet the future needs and to provide load relief on the existing transformer.
7. Its not appropriate to provide additional transformer in view of future coming loads and he can propose a transformer only in case if the loads on the transformer are more than its capacity and if so the said work is to be completed by 5-10-2012 otherwise if the fluctuations in the voltages are due to some bad jumpers or loose contacts in the lines or the AB switch the same is to be rectified within 10 days i.e. 16-6-2012 as the complaint was made on 6-6-2012.

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

## **ORDER**

The respondents are directed to

1. Resolve the problem of low voltage not later by 5-10-2012 if there is a requirement of additional transformer with the existing loads otherwise shall be rectified by 10-8-2012 if not already done.
2. Report compliance on the item-1 above by 15-8-2012 or 10-10-2012 depending upon the nature of work done for the said rectification.
3. The complainant is advised to report the matter to the Forum in case of non compliance by the respondents to the item-1 of the order above.

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 28<sup>th</sup> day of July 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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