

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

**This the 16<sup>th</sup> day of November 2012**

**C.G.No:161/2012-13/Ongole 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.Venkateswara Reddy  
C/o Venkata Reddy,  
Thurpupalli., Peddaraveedu Post & Mandal,  
Prakasam-Dist-523320.

Complainant

*And*

1. Assistant Engineer/Operation/Peddaraveedu  
2. Assistant Divisional Engineer/Operation/Markapuram  
3. Divisional Engineer/Operation/Markapur  
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri. A. Venkateswara Reddy, C/o Venkata Reddy, resident of Thurpupalli, Peddaraveedu Post & Mandal, Prakasam-Dist-523320. herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 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 SCNo: 149 at Thurpupalli, Peddaraveedu post and mandal of Prakasam-Dist.
2. His service above is being fed from SS-5 a 100KVA transformer and the total connected load on it is 200HP.
3. Requested for rectification of the low voltage problem by erecting one number additional 25KVA transformer under the above SS-5.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Peddaraveedu in his written submission dt:22-9-2012 received in this office on dt:08-11-2012 stated that:**

1. He inspected the SS-5 Distribution transformer from which the complainant's service number 149 is fed and found that the capacity of the transformer is 100KVA and it contains only 16 numbers authorized agricultural services i.e. 80HP only and un-authorized services are removed.
2. Hence the above transformer (SS-5) is not over loaded and not required additional distribution transformer.
3. The above statement is true of best of my knowledge and this is for favour of information and taking action please.

**Findings of the Forum:**

1. The grievance of the complainant is about low voltage problem for his agl service and requested for its resolution by erecting one number additional transformer.
2. In accordance with the Guaranteed Standards of Performance, low voltage problem is to be resolved with in 120 days from the date of the complaint where there is requirement of distribution system upgradation.
3. But here in this case the respondents reported that the said 100KVA transformer was over loaded with unauthorized services and the same were removed and only the authorized services having a total load of 80HP are left on the transformer and hence can safely cater the loads and there is no

necessity of erecting additional transformer as requested by the complainant.

4. Thus the grievance of the complainants is resolved.

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

### **ORDER**

The complainants are advised that they shall restrict their loads in accordance with the sanctions only and shall see that un-authorised loads are not tagged on to the lines in the interest of the safety of the equipment as well as their motors.

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

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 16<sup>th</sup> day of November 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.