

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

This the 20th day of October 2012

C.G.No:162/2012-13/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

Smt. B.Bujamma
C/o Venkata Ranga Reddy
Nagulavaram Village & Post,
Arthaveedu Mandal,
Prakasam-Dist.

Complainant

And

1. Assistant Engineer/Operation/Arthaveedu
2. Assistant Divisional Engineer/Operation/Cumbum
3. Divisional Engineer/Operation/Markapuram

Respondents

Smt. B.Bujamma, C/o Venkata Ranga Reddy Resident of Nagulavaram Village & Post, Arthaveedu Mandal, Prakasam-Dist. herein called the complainant, in her 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. She is an agl. consumer with SCNo: 410 at Nagulavaram of Ardhaveedu mandal in Prakasam-Dist.
2. There are 4 numbers agricultural services with SCNos: 404, 410, 301 and 569 on the 25KVA transformer feeding their agricultural loads and is burning very frequently due to over load and also low voltage.
3. Requested for rectification of the low voltage problem.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Ardhaveedu in his written submission dt:01-10-2012 received in this office on dt:11-10-2012 stated that:

1. Sri D.Bujjamma, W/o Venkata Ranga Reddy and other three members applied for additional distribution transformer in respect of over load on their existing transformer.
2. Actually the consumer of the above said four members have utilizing the connected load of 7.5 HP each instead the contracted load of 5HP, so that the existing DTR is over loaded.
3. Hence the additional load cases was booked against them and served the notices to the consumers to pay the additional load deposits.
4. The additional transformer may be provided if the consumers pay the additional load amount in the notices given.

Findings of the Forum:

1. The grievance of the complainant is about low voltage problem for her agl service and requested for its resolution.
2. The respondents reported that all the four consumers mentioned in the complaint are having sanctioned load of 5HP, but are utilizing 7.5 HP each resulting in a total load of 30HP incidental on the 25KVA transformer which is getting over loaded and burning frequently.
3. And also they have booked cases for exceeding the contracted load by the consumers of the complaint and served notices for payment of the necessary charges and deposits for regularization of their additional loads of 2.5HP each and the capacity of the transformer can be enhanced upon payment of the consumers the above amounts.

4. As could be seen from the copies of notices served to the consumers covered by the complaint each one has to pay a total amount of Rs 3,075/- within 7 days from the date of receipt of the notice and the notices were dated: 25-09-2012.
5. It is not clear whether the said notices reached the complainants or not as the same were not acknowledged.
6. The contention of the respondents is felt genuine as the 25KVA existing transformer cannot meet the demand of 30HP and even replaced will burn immediately because of the over load. As such there is dire necessity of enhancement of the transformer capacity to the next higher rating for which the consumers are bound to pay the necessary charges as claimed by the respondents.
7. The complainant and her neighbours have got an opportunity to opt for reduction of load from existing 7.5HP to 5HP by replacing the motors suitably, if they can cultivate with the 5HP motors satisfactorily and are not in a position to pay the charges of Rs 3,075/- claimed by the respondents from each consumer.

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

ORDER

1. The complainant is advised that she shall pay the amount of Rs 3,075/- and see that the other consumers utilizing power from the same transformer also pay the amount of Rs 3,075/- against each of the balance 3 services immediately to enable the respondents to enhance the capacity of the transformer suitably to meet the loads.

OR

Can opt for reduction of their load to 5HP by replacing the existing 7.5HP motors with 5HP such that the total load will become 20HP the load which the existing transformer can feed safely in which case the respondents need not enhance the capacity of the transformer.

2. The respondents shall enhance the capacity of the transformer suitably to meet the demands of loads within 30 days from the date of receipt of the payments in full from all the four consumers.
3. The respondents are liable to compensate the complainant and the other consumers @ Rs 50/- for each day of delay, if there is delay in release of the additional loads with due enhancement of the transformer capacity beyond 30 days from the date of last payment.

Accordingly the case is partially allowed and disposed off

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

Signed on this the 20th day of October 2012.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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Forwarded by Orders

Secretary to the Forum

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