

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

This the 12th day of November 2012

C.G.No:163/2012-13/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. Pothi Reddy Veera Reddy
C/o Venkata Reddy and Others
Patchakayalapalli Village and Post,
Peddaraveedu mandal,
Prakasam-Dist.

Complainant

And

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

Respondents

Sri. Pothi Reddy Veera Reddy, C/o Venkata Reddy and Others Resident of Putchakayalapalli Village and Post, Peddaraveedu mandal, Prakasam-Dist. 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. They are agl. consumers of Putchakayalapalli village in Pedaraveedu Mandal of Prakasam Dist.

2. They are suffering with low voltage problem for their agl. services and requested for erection of additional transformer of 25KVA capacity to overcome 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/Peddaraveedu in his written submission dt:022-09-2012 received in this office on dt:08-11-2012 stated that:

1. The consumers of the said complaint are fed from SS-5 Puchakayalapalli, a 100KVA transformer and there are 14 numbers authorized agl. services to a total of 70HP load which is much under the rating of the transformer and hence there is no low voltage problem and no requirement of erection of additional DTR.

Findings of the Forum:

1. The grievance of the complainant is that they are suffering with low voltage problem to their agl. services and requested of erection of one number additional transformer of 25 KVA capacity to overcome the low voltage.
2. In accordance with the Guaranteed Standards of Performance, low voltage termed as voltage fluctuations shall be resolved within 120 days from the date of the complaint where there is requirement of system enhancement, but here in this case the respondents reported that the said transformer SS-5, Puchakayalapalli is of 100KVA capacity and is feeding only 14 numbers authorized services having a total connected load of 70HP which can be safely catered as the same is under loaded.
3. However the respondents shall measure the terminal voltage at the consumer end and see that it is as per the rated i.e. 415 volts phase to phase since the

capacity of the transformer, at times may not be the reason for the low voltage, but the distance from the transformer to the service may be the cause and the phenomena generally appears in cases of tail end services.

4. The respondents shall once again check up the voltages at the terminals of the complainants services and then only if not satisfied shall propose for shifting of the existing transformer to the load centre or propose an additional transformer if required.
5. Besides the above the respondents may check up whether all the authorized consumers are utilizing in accordance with the sanctions or any additional loads are existing and also shall check up whether there are any unauthorized agl. services on the transformer which shall be removed immediately.

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

ORDER

The respondents are directed that

1. They shall measure the terminal voltages at the consumer end of the complainants services and if they are less than 415 volts phase to phase shall go for remedial methods mentioned at items 4 to 5 of the findings of the Forum within 15 days of this order.
2. Report compliance with in 21 days on the item-1 above of the order.

The complainants

1. Are directed that they shall got regularized any additional loads detected by the respondents during their inspection within the stipulated time allowed by them failing which their services are liable for disconnection.

2. May report the matter to the Forum in case the respondents fail to comply with 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 12th day of November 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.