

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

**This the 11<sup>th</sup> day of December 2012**

**C.G.No:172/2012-13/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 K.Venkata Reddy  
C/o Chinna Kotaiah & others  
Peddaraveedu Village, Post & Mandal  
Prakasam-Dist-523320

Complainant

*And*

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

Respondents

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Sri K.Venkata Reddy, C/o Chinna Kotaiah & Others resident of Peddaraveedu Village, Post & Mandal Prakasam-Dist-523320 herein called the complainant, in his complaint dt:14-09-2012 filed in the Forum on dt:14-09-2012 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 consumers under SS-1, of Peddaraveedu Village and mandal in Prakasam-Dist.
2. They are suffering with low voltage problem.
3. Requested for its rectification by erection of additional one number 100KVA transformer.

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: 22-09-2012 received in the Forum on dt: 25-10-2012 stated that:**

1. Peddaraveedu village is a mandal Head quarter. In Peddraveedu town there are 8 nos 3 phase DTRs and 5 Nos single phase 15 KVA DTRs available. He inspect the above DTrs and bring the Tong Tester reading as given below:

SL No .	Name of the Distribution Transformer	Location of the DTR	Capacity of the DTR in KVA	Tong Tester Readings		
				R	Y	B
1.	P.Araveedu SS-14	Water Tank	15	32 A		
2.	P.Araveedu SS-15	SC Palem	15	33 A		
3.	P.Araveedu SS-16	Near bank	63	54 A	66A	70 A
4.	P.Araveedu SS-18	Chenchu Colony	15	23 A		
5.	P.Araveedu SS-19	MRO Office	16	22 A	23 A	24 A
6.	P.Araveedu SS-25	Hospital	16	24 A	23 A	21 A
7.	P.Araveedu SS-33	BSNL	16	28 A	29 A	29 A
8.	P.Araveedu SS-34	Reliance	25	32 A	33 A	32 A
9.	P.Araveedu SS-35	Airtel Tower	25	28 A	26 A	28 A
10.	P.Araveedu SS-37	Thirupathamma Temple	15	26 A		
11.	P.Araveedu SS-38	Vodafone	15	28 A		
12.	P.Araveedu SS-43	Vagu	63	47 A	47 A	66 A
13.	P.Araveedu SS-44	Gurukula Patsala	16	30 A	32 A	32 A

2. AS per the above table 4 nos single phase 15KVA DTRs like P.Araveedu SS-14, 15, 18 & 37 and 2 nos, 3 phase 63 KVA DTRs like P.araveedu SS-16 & 43 utilised for domestic & commercial purpose and remaining DTRs like Peddaraveedu SS-19, 25, 33, 34, 35, 38 and 44 utilized for individual services.
3. As per the above observations all the single phase and 3 phase DTRs are not over loaded, hence not require additional 100KVA distribution transformer.

### **Findings of the Forum:**

1. The grievance of the complainants is that they are suffering with low voltage problem at their village of Peddaraveedu and requested for erection of additional transformer of 100 KVA capacity to over come the problem.
2. The respondent-1 i.e. the AE/Opn/Peddaraveedu while submitting a detailed data of loads on various distribution transformers located at different places of the said village, reported that all the distribution transformers existing as on date are not over loaded and hence there is no requirement for providing one number additional 100 KVA transformer in the said village.
3. As could be seen from the data submitted by the respondent-1 above the statement appears to be close to the truth as far as the phase currents are concerned, but the other reasons for the said low voltage may be the distance between the transformer and the loads or some bad contacts in the lines especially at the jumpers and hence the respondents shall have to investigate the case considering the above factors and do the needful action if necessary.
4. As such the respondents may have to verify the voltages at the consumer terminals for their satisfactory rating of 240 volts as bad contacts in the line jumpers may also result for low voltage.

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

### **ORDER**

The respondents are directed that they shall measure the voltages at the complainants service terminals and take appropriate action if the voltages are below

240 volts even in the peak hours and report to the Forum with in 15 days from the date of this order.

The complainant may report the matter to the Forum in case the said low voltage problem still prevails in the said area.

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 11<sup>th</sup> day of December 2012.

Sd/-                                      Sd/-                                      Sd/-                                      Sd/-  
Member (Legal)              Member (C.A)              Member (Accounts)              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.