

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

This the 1st day of September 2012

C.G.No:24/2012-13/Kadapa 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 Chigurupati Narasaiah
S/o Penchalaiah & Others
DNo:3/72., Apparajupeta Village
Kattavaripalli (Post),
Chitvel (Mandal)
Kadapa-Dist-516104

Complainant

And

1. Assistant Engineer/Operation/Chitvel
2. Assistant Divisional Engineer/Operation/Kodur
3. Divisional Engineer/Operation/Rajampeta

Respondents

Sri Chigurupati Narasaiah, S/o Penchalaiah & Others resident of DNo:3/72., Apparajupeta (Village), Kattavaripalli (Post), Chitvel (Mandal), Kadapa-Dist-516104 herein called the complainants, in their complaint dt:24-4-2012 filed in the Forum on dt:24-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are agl consumers under SS-VI of Edigapalli village of Chitvel mandal in Kadapa-Dist.
2. In the beginning at the time of erection of the transformer above there were only four numbers 10HP agl services under the transformer, but with addition of an other 4 numbers 10HP motors on the same transformer in the recent the total

connected load is 80HP, but the transformer is of 63KVA capacity and hence the motors are not running properly.

3. Requested for enhancement of the transformer to 100KVA capacity such that the transformer can feed the loads safely.

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

The respondent-1 i.e. Assistant Engineer/Operation/Chitvel in his written submission dt:30-8-2012 received in this office on dt:31-8-2012 stated that:

1. The estimate for enhancement from 63KVA to 100KVA under Edigapalli SS-VI, 3 phase DTR was prepared and got sanction vide sanction No:72/12-13 of the DE/Opn/Rajempeta.
2. The 100KVA DTR was erected on 16-6-2012 and the low voltage problem was rectified.

Findings of the Forum:

1. The grievance of the complainants is about low voltage problem, they are facing for their agl services on account of over loading of the transformer.
2. Voltage fluctuations in accordance with Guaranteed Standards of Performance shall be rectified within 120 days from the date of complaint.
3. In this case it appears that the grievance was first brought to the notice of the respondents through the Forum on 24-4-2012 only, but never earlier as such the grievance is supposed to be resolved by 23-8-2012.
4. It is not understood how the respondents released loads for 80HP on a 63KVA DTR and how the transformer could bear the loads without suffering.
5. However the respondents took action on the grievance and reported that a 100KVA transformer was erected in place of existing 63 KVA DTR and was charged on 16-6-2012 i.e. well within the scheduled date.

6. Had the respondents proposed additional transformer at the time of release of the second 4 numbers agl. services, the consumers would have born the cost of the estimate, but released the services without proposing the required capacity of transformers led to unnecessary burden of erecting additional transformer on the department which is a loss to the company.
7. As such there is no deficiency of service on the part of the respondents.

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

ORDER

The respondents are directed that

1. They shall observe the load provision on the existing transformer at the time of release of new services otherwise shall propose additional transformers to meet the loads in order to avoid low voltage problems besides arresting failure of distribution transformers.

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 1st day of September 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.