

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

**This the 18<sup>th</sup> day of December 2012**

**C.G.No:243/2012-13/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 Haroon Automotives  
Vinayakanagar  
Almaspet  
Kadapa-Dist-516001

Complainant

***And***

1. Assistant Engineer/Operation/Chennuru
2. Assistant Divisional Engineer/Operation/Rural-2/Kadapa
3. Divisional Engineer/Operation/Kadapa
4. Superintending Engineer/Operation/Kadapa

Respondents

\*\*\*

Sri Haroon Automotives, DNo:Vinayakanagar resident of Almaspet Kadapa-Dist-516001 herein called the complainant, in their complaint dt:28-11-2012 filed in the Forum on dt:28-11-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is owner of SCNo: 2113301001813 under the title Haroon Automotives (Bajaj Auto Show Room) at Vinayakanagar circle, Almaspet, Kadapa.
2. They are facing problem with voltage fluctuations for the past three months damaging the fans, computers, cameras, lights, T.V and water pump.

3. The voltage is as high as 300 volts to 500 volts and the matter was informed to the line man and the concerned AE.
4. Requested for rectification of the high voltage problem.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Chennuru in his written submission dt:07-12-2012 received in this office on dt:18-12-2012 stated that:**

1. He inspected the 100KVA Vinayaka Nagar distribution transformer on 27-11-2012 about 6:30 PM and observed phase to neutral voltages as 220, 250, 250.
2. SPM mobile team inspected the transformer on 29-11-2012, but the problem not rectified so the 100KVA DTR replaced with another 100KVA DTR on 30-11-2012 and also informed that the consumer utilizing unauthorizly 22KW additional load.
3. So the estimate submitted and sanctioned for erection of 1No additional 40 KVA DTR, but the consumer not paid the amounts.

**Findings of the Forum:**

1. The grievance of the complainant is that he is suffering with voltage fluctuations for his show room service at Vinayakanagar circle of Kadapa and sustained loss on account of burning of certain appliances of the show room and requested for rectification of the voltage fluctuations problem.
2. The respondent-1 i.e. the AE concerned that he had inspected the said transformer on 27-11-2012 at about 6:30PM and observed the phase to neutral voltages as 220, 250 and 250.

3. The respondent duly contacting with the concerned SPM team and a their advise, replaced the said transformer with similar one on 30-11-2012.
4. The respondent also reported that the complainant was utilising additional load of 22 KW over and above the contracted load of 8 KW.
5. The respondents prepared an estimate on 29-11-2012 for the additional load and the consumer has to pay an amount of Rs.1,44,478/- for regularization of the said additional load of 22KW.
6. The consumer/complainant is supposed to pay the charges towards the regularization of additional loads or he can remove such additional load within one month of the notice in accordance with the GTCS as amended by the APERC in its proceedings No:APERC/Secy/01/2012 dt: 07-03-2012. But if at a later date during subsequent inspection if such additional load is found connected penal charges will be levied.
7. The grievance of the complainant i.e. the presence of high voltage was rectified by the respondents within 3 days of the complaint by replacing the defective transformer and hence there is no deficiency of service on the part of the respondents in this matter.
8. The other point is the presence of additional load in the service shall be regularized or removed within one month from the date of the serving of the notice to the consumer.

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

**ORDER**

The complainant is directed that he shall pay the necessary charges amount of Rs.1,44,478/- claimed by the respondents towards regularization of the additional load of 22KW over and above the contracted load of 8KW or otherwise

shall remove the additional load within one month from the date of receipt of the notice.

The respondents upon receipt of the amounts towards the additional load for regularization shall immediately take necessary steps to supply the consumer the rated voltage.

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 the 18<sup>th</sup> day of December 2012

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
-------------------------------	-----------------------------	----------------------------------	----------------------------

**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.