

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

This the 23rd day of February 2012

C.G.No:271/2012-13/Vijayawada Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Vacant

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Smt. N.Krishnakumari
C/o Narasimha Rao
Lakshmipuram Village & Post,
Tiruvuru Mandal,
Krishna-Dist

Complainant

And

1. Assistant Engineer/Operation/Town/Tiruvuru
2. Assistant Divisional Engineer/Operation/Tiruvuru
3. Divisional Engineer/Operation/Nuziveedu

Respondents

Smt N.Krishnakumari , C/o Narasimha Rao Resident of Lakshmipuram Village & Post, Tiruvuru Mandal, Krishna-Dist herein called the complainant, in her complaint dt:12-12-2012 filed in the Forum on dt:12-12-2012 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 at Lakshmipuram village of Tiruvuru mandal in Krishna-Dist cultivating for the past five years, but in the recent i.e. for the past two years she is suffering with low voltage problem to her service and requested to provide a transformer of 16KVA capacity as the 11KV line is already passing through her agl. fields.

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

The respondents-1 to 3 i.e. the Assistant Engineer/Operation/ Town/ Kambhampadu, the Assistant Divisional Engineer/ Operation/ Tiruvuru and Divisional Engineer/Operation/Nuziveedu in their combined written submission dt:04-02-2013 received in this office on dt:08-02-2013 stated that:

1. Smt. N.Krishna Kumari s having agl. service NO:506 contracted load 5HP under the agricultural DTR SS No:11, 63KVA, Lakshmipuram.
2. The total No. of services on DTR are 11 numbers and total connected load as 55HP.
3. The voltages on LT side of the DTR are measured with Tong Tester and recorded as 412V, 410V, 413V.
4. The voltages at the consumer motor are also recorded and are as 401V, 400V, 401V. The motor is running normally with full load at the time of inspection and there is no low voltage problem.
5. The consumers at the tail end of the DTR beyond the complainant's service are satisfied with the voltage levels and are never complained about it.
6. So practically there is no low voltage problem and the DTR is also under loaded.

Findings of the Forum:

1. The grievance of the complainant is that she is an agl. consumer and is facing low voltage problem for her service resulting in failure of motors and crops and requested to rectify the low voltage problem by erecting an additional 16KVA transformer on the 11KV line passing through her fields.
2. The respondents reported that the consumer is having agl. service connection NO:506 with a contracted load of 5HP under DTR SS-No:11, Lakshmipuram which is of 63KVA capacity and the total number of services on the said DTR are 11Nos having a total connected load of 55HP.

3. The respondents also reported that they measured the voltages at the LT side of the DTR and also of the consumer end and the voltages at the later were 401, 400 and 401 volts and the motor was running normally with full load at the time of their inspection and hence there is no low voltage problem.
4. The respondents also reported that the consumers at the tail end of the said transformer and having connections after the complainants service have expressed their satisfaction with the voltage levels and never complained about and more over the transformer is under loaded practically.
5. Though the respondents mentioned that the voltages are 401, 400 and 401 at the consumers end, the voltages that are to be maintained in accordance with the standards is 415 volts phase to phase where as in this case it is 401 only and hence it indicates that there is low voltage prevailing which is to be rectified within 120 days from the date of the complaint.
6. As such, the respondents may have to take suitable actions depending upon the field conditions and see that the rated voltages are maintained for the consumer not later by 11-04-2013 being the 120th day from the date of the complaint.

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

ORDER

The respondents are directed that they

1. Shall maintain the rated voltages of 415 volts phase to phase at the consumer end by adopting suitable methods and shall comply with the above not later by 11-04-2013.
2. Shall report compliance on the item-1 of the above order within 7 days of complying with or by 18-04-2013 which ever is earlier.
3. The respondents are liable to compensate the complainant @ Rs.50/- for each day of delay beyond 11-04-2013.

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 23rd day of February 2013.

Sd/-
Member (Legal)

Sd/-
Member (Accounts)

Sd/-
Chairperson

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.

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