

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

**This the 27<sup>th</sup> day of August 2012**

**C.G.No:36/2012-13/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. V.Sivaprasada Raju & Others  
C/o Gurava Raju  
Pathiguntavaripalli Village  
Chitvel Mandal  
Kadapa-Dist.

Complainants

*And*

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

Respondents

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Sri. V.Sivaprasada Raju & Others, C/o Gurava Raju, Pathiguntavaripalli Village, Chitvel Mandal, Kadapa-Dist. 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. There are 10 numbers 10 HP motors under SS-2 transformer at Pattiguntavaripalli of Chitvel mandal in Kadapa-Dist.
2. Though there are two numbers feeders under the above transformer, there are 9 numbers motors on one feeder while there is only one motor on the

other feeder and hence the fuses are blowing very frequently on the over loaded feeder.

3. Requested for balancing of the loads such that each feeder will have 5 numbers motors and hence loaded equally.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Chitvel in his written submission dt:13-08-2012 received in this office on dt:14-08-2012 stated that**

1. The two numbers LT feeders under SS-II of Pattiguntavaripalli were bifurcated by providing 180 meters LT-III phase 3 wire line with 3 numbers 8 meters PSCC poles and the work was completed on 9-6-2012.
2. The 10 numbers motors were equally divided on the above 2 feeders and hence the low voltage problem is resolved.

**Findings of the Forum:**

1. The grievance of the complainants is about low voltage for the agl. motors due to load imbalance in the existing two feeders and suggest for dividing the loads equally on the above two feeders to over come the problem.
2. The grievance of the complainants being voltage fluctuations shall be resolved within 120 days from the date of the complaint in accordance with Guaranteed Standards of Performance.
3. Here in this case the complaint was made on 24-4-2012 and hence is to be resolved by 23-8-2012, but the respondents solved the problem by 9-6-2012 itself i.e. well within the stipulated period.
4. As such there is no deficiency of service on the part of the respondents and hence no compensation need to be awarded.

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

**ORDER**

**“No separate order need to be issued”.**

Accordingly the case is disallowed 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 27<sup>th</sup> day of August 2012.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

Sd/-  
**Member (Accounts)**

Sd/-  
**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.