

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

**This the 28<sup>th</sup> day of July 2012**

**C.G.No:70/2012-13/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*

Smt S.Nageswara Rao  
C/o S.V.K.D.C.L.I.Society  
Swarna Village & Post  
Karamchedu Mandal  
Praksam-Dist

Complainant

*And*

1. Assistant I Engineer/Operation/Karamchedu  
2. Assistant Divisional Engineer/Operation/Parchur  
3. Divisional Engineer/Operation/Chirala

Respondents

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Sri S.Nageswara Rao, C/o S.V.K.D.C.L.I.Society resident of Swarna Village & Post Karamchedu Mandal, Praksam-Dist herein called the complainant, in her complaint dt:18-5-2012 filed in the Forum on dt:18-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. The complainant is a beneficiar of the lift irrigation scheme under the title Sri Venkata Krishna Dhanya Lakshmi Cooperative lift irrigation scheme bearing service numbers 222,15& 56 at Swarna Village of Karamchedu Mandal in Prakasam-Dist.
2. The transformer supplying the above services is over loaded and the supply is of poor quality.

3. So far two numbers transformers and two motors are burnt.
4. Requested for quality supply.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Karamchedu in his written submission dt:26-5-2012 received in this office on dt:13-7-2012 stated that:**

1. The service numbers 222, 15, 56 were inspected in the presence of consumer and observed that no capacitor banks are available and advised the consumer for installation of 30KVAR capacitor banks for better voltage profile and the voltages at the consumer end are tested, and found no low voltage is observed, the motors are running very well and the same was shown to the consumer and the consumer accepted and submitted the representation.

**Findings of the Forum:**

1. The grievance of the complainant is about over loading of the distribution transformer feeding their agl LI scheme resulting in low voltage and frequent burning of transformers and the motors.
2. The grievance being voltage fluctuations in terms of Guaranteed Standards of Performance is to be resolved within 120 days from the date of the complaint where there is involvement of net work expansion/enhancement or otherwise to be resolved within 10 days from the date of the complaint.
3. The respondent in turn reported that the services were inspected by him in presence of the complainant and noticed that there is low voltage and there are no capacitor banks available and advised him to install 30KVAR capacitors banks for better voltage profile.
4. The respondents also mentioned that the voltages observed satisfactory and the motors are running very well, but did not mentioned the method by

adoption of which the voltages could be improved. It is not understood whether the said capacitors of 30KVAR are installed or the problem was rectified with some other repairs.

5. The consumer in his letter dt: Nil expressed that the motors are running very well and the voltages are satisfactory duly reiterating the sayings of the respondent, but he also failed to mention the reason how the voltage was improved, but he simply stated that the said capacitors will be installed very soon as advised by the departmental staff.
6. As seen from the above it is understood that the low voltage was rectified even without erection of the said capacitors of 30KVAR, but still the reason for the said voltage rectification stood as a mystery or there shall be a compromise of both the parties as the burden of erecting the capacitors lies with the complainant involving financial commitment.
7. Here in this case, the complaint was made on 18-5-2012 and was rectified by 26-5-2012 as per the deposition of the respondent-1 AE/Opn/Karamchedu and hence Forum feels that the Problem was resolved within the stipulated period and hence no deficiency of services is felt and there by no compensation is allowed.

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

### **ORDER**

The respondents are directed to

1. Evince the action by which the said low voltage problem is rectified without attending to the erection of capacitors as felt at first within 15 days from the date of the complaint.

2. Report compliance on the item 1 of the order above within 21 days from the date of this order.

The complainant is directed to erect the said 30KVAR capacitors immediately to avoid low voltage and the additional burden on the system lest attracts the provisions of penalties in accordance with item-VII of clause 213.4 referred to *other charges in LT* of the tariff order for the year 2012-13.

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 28<sup>th</sup> day of July 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.