

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

**On this, the 28<sup>th</sup> day of October 2013**

**In C.G.No: 134/ 2013-14/ Ongole Circle**

***Present***

***Sri K. Paul***  
***Sri A. Venugopal***  
***Sri T. Rajeswara Rao***  
***Sri A. Satish Kumar***

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

***Between***

Sri. Irapani Hanumantha Rao & Others  
Ravuripeta,  
Vetapalem Post and Mandal,  
Prakasam-Dist

Complainant

***And***

1. Assistant Engineer/Operation/Town/Vetapelam  
2. Assistant Divisional Engineer/Operation/Vetapalem  
3. Divisional Engineer/Operation/Chirala  
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri. Irapani Hanumantha Rao & Others residents of Ravuripeta, Vetapalem Post and Mandal, Prakasam-Dist herein called the complainant, in their complaint dt: 17-09-2013 filed in the Forum on dt: 17-09-2013 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 consumers of Vetapalem town and facing low voltage problem for their domestic services since long period.
2. The same was intimated to the concerned officers orally and there is no positive response from the electricity department.

3. The voltage at their services was found as 180 volts instead of 220 volts due to which their appliances like TV, Fridge, Fans and Tube lights are damaged leaving additional burden to them.
4. They belongs to weavers community and need sufficient light for their work.
5. Requested to provide additional transformers to over come the low voltage problem in the areas of Ravuripeta Kalyanamandapam, east Ravuripeta and Parvathipuram.

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

**The respondent-1, i.e. the Assistant Engineer/Operation/Town/Vetapalam in his written submissions dt: 27-09-2013, received in this office on 11-10-2013 stated that:**

1. There is no complaint received from the consumers of Ravuripeta Village about low voltage problem. After received the complaint from the Consumer Grievance Redressal Forum, the area near Ravuripeta Kalyanamandapam was inspected.
2. The area near Ravuripeta Kalyanamandapam was feeding by SS-12, 100KVA DTR.
3. The tong tester readings of SS-12, 100KVA DTR on 24-09-2013 at 17:30 Hrs are R-phase-92, Y Phase 90, B Phase-88.
4. There is no overload in the transformer. Even though no overload on SS-12, 100KVA DTR in view of the future growth estimate was prepared for erection of 1 No. 15KVA DTR under SS-12, they will charge the 15KVA DTR within one month.

5. Houses near East Ravuripeta were feeding by SS-24, 100KVA DTR, the tong tester readings are R-phase-84, Y Phase 89, B Phase-79. There is no overload in the transformer.
6. 1 No 100KVA additional DTR was already sanctioned for Parvathipuram. They will charge the transformer within one month.

### **Findings of the Forum**

1. The grievance of the complainant is that they are suffering with low voltage (180 volts) problem since long period and taken the matter to the notice of the concerned officers orally, but they could not receive positive response from the department. Their house hold equipment like TV, Fridge, Fans and Tube lights are damaged causing financial loss to them. Requested to rectify the low voltage problem by erecting additional transformers if necessary.
2. The respondent-1 i.e. AE/Opn/Town/Vetapalem replied that he did not receive any complaint regarding the low voltage problem from the consumers of Ravuripeta.
3. On receipt of the complaint from the Forum he had inspected the area near Ravuripeta Kalyanamandapam which was fed by SS-12 a 100KVA transformer, he obtained the tong tester readings and noted as 92, 90 and 88 amps and hence there is no over load on the transformer. However in view of the future load growth, he prepared estimate for erection of 1 No. 15KVA DTR under SS-12 and will be charged within one month and regarding east Ravuripeta the respondent mentioned that the area is fed from SS-24 a 100KVA DTR the tong test readings were taken as 84, 89 and 79 amps and there is no over load on the transformer.

4. In respect of Parvathipuram area one number 100KVA additional DTR was sanctioned already and will be charged within one month.
5. Though the respondent mentioned about the phase wise currents on the transformer and stated that the transformers are not over loaded, but in accordance with the electricity supply code and the General Terms and Conditions of Supply, the rated voltages to be maintained at the consumer end is 240 volts single phase and 415 volts in three phase supply. But here in this case, the respondent mentioned only the currents on the transformers, but not the voltages which is not appropriate.
6. Though the transformers are said to be not over loaded, there may be some other reason like bad contact at the jumpers, lengthy single phase LT network or requirement of conversion of single phase lines into three phase lines and also finally the location of the transformer whether it is located at the load centre or not and the number of LT feeders on a 100KVA distribution transformer.
7. As such the respondents shall take actions suitably to improve the consumer end voltages to the rated value of 240 volts in case of single phase and 415 volts in case of three phase in respect of all the 30 numbers complainant's services.
8. The schedule period allowed for rectification of voltage problems in accordance with the Guaranteed Standards of Performance is 120 days from the date of the complaint where there is requirement of upgradation of distribution system beyond which the respondents shall have to compensate the complainants @ Rs.50/- to each consumer effected.

9. In this case the complaint was made on 17-09-2013 and hence is to be resolved not later by 15-01-2014. The respondents have to remit each of the consumers @ Rs.50/- for each day of delay in case they fail to comply with the above.

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

**ORDER**

The respondents are directed that they

1. shall resolve the problem of low voltage not later by 15-01-2014.
2. shall remit each of the consumers service @ Rs.50/- for each day beyond 15-01-2014 if the said problem of low voltage is not resolved by.
3. shall report compliance on the items 1 and 2 above by 22-01-2014 or within 7 days from the date of complying with which ever is later.

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 October 2013.

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 to the General Manager/ CSC/ Corporate office/ Tirupati for pursuance in this matter.