

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

**On this the 21<sup>st</sup> day of September 2013**

**In C.G.No:38/ 2013-14/ Tirupati 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. C.Jaganatha Reddy & others  
CK.Palli  
Chittoor Post,  
Chittoor-Dist

Complainant

***And***

1. Assistant Engineer/Operation/K.R.Palli  
2. Assistant Divisional Engineer/Operation/Town/Chittoor  
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

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Sri. C.Jaganatha Reddy & others, residents of C.K.Palli, Chittoor Post, Chittoor-Dist herein called the complainants, in their complaint dt:07-05-2013 filed in the Forum on dt:07-05-2013 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 agl. consumers of CK.Palli village of Chittor mandal and district.
2. The transformer feeding their agl. services is of insufficient capacity when compared to their total load and hence resulted low voltage to their services and the motors could not function properly and burning frequently.

3. The transformer fuses also were going of very frequently and the farmers are made to suffer.
4. Requested to provide an additional transformer and resolve the problem of low voltage.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/K.R.Palli in his written submission dt:13-05-2013, received in this office on 27-08-2013 stated that:**

1. On 10.05.13, the existing LT feeder from C.K.Palle SS II (of 11KV Bangareddypalle feeder), was bifurcated into two feeders by arranging separate LT fuse set and also, it is observed that the voltage has been improved.
2. The C.K.Palle area is under municipal corporation. The cost of the land is very high and so the farmers under the DTR didn't show the proper location to provide addl. DTR.
3. If they come forward and show the location, we are ready to erect the addl. DTR and also improve the voltage to a better level.

**Findings of the Forum:**

1. The grievance of the complainant is that their agl. motors could not run properly and are made to burn frequently due to low voltage problem for the reason of insufficient capacity of the transformer. Requested to provide an additional transformer and resolve the problem of low voltage and the troubles they are facing.
2. The respondent-1 i.e. the AE/Opn/Kongareddypalli replied that, the said consumers are fed from CK.Palli SS-II was bifurcated into two

feeders by arranging separate LT. fuse wire set on 10-05-2013 and noticed that the voltage has been improved.

3. To provide an additional transformer in view of the high cost of the lands in that area being in the limits of municipal corporation the farmers and the DTR could not show proper location to provide additional transformer.
4. He is ready to provide a transformer additionally to improve the voltages to a better level if the consumers come forward and show suitable location.
5. The respondent though mentioned that the voltage levels are improved by bifurcating the LT.Line he had not mentioned the consumer end voltage which is suppose to be 415 volts phase to phase in accordance with the electricity supply code.
6. In accordance with the Guaranteed Standards of Performance the problem of low voltage termed as voltage fluctuations shall be resolved with in 120 days from the date of the complaint where there is requirement of upgradation of distribution system.
7. Here in this case the complaint was made on 07-05-2013 and hence is to be resolved by 04-09-2013 and the consumer end voltages shall be 415 volts phase to phase.
8. The respondents shall have to compensate the complainants by way of remitting an amount of Rs.50/- to each consumer affected for each day beyond the said date of 04-09-2013.
9. The complainants shall have to provide the necessary location for erection of the additional transformer by the respondents duly conducting a joint inspection in the area.

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

**ORDER**

The respondents are directed that they shall resolve the problem of low voltage in the said area of CK.Palli not later by 30-09-2013.

The respondents shall remit to each complainant an amount equivalent to the multiplication of Rs.50/- with the number of days beyond 04-09-2013 till the problem is resolved.

The complainants shall provide the necessary place for erection of additional transformer in their area to overcome the problem of low voltage in absence in which it is very difficult for the respondents to go ahead in resolving the problem of low 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 this, the 21<sup>st</sup> day of September 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.

