

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

On this the 25th day of July 2013

In C.G.No: 82/ 2013-14/ Guntur 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. R.Joseph and others
Bramhanandapuram Village & Post,
Tadepalli Mandal,
Guntur-Dist-522503

Complainant

And

1. Assistant Engineer/Operation/Krishna Nagar
2. Assistant Divisional Engineer/Operation/Mangalagiri
3. Divisional Engineer/Operation/Town-2/Guntur
4. Superintending Engineer/Operation/Guntur

Respondents

* * *

Sri. R.Joseph and others resident of Bramhanandapuram Village & Post, Tadepalli Mandal, Guntur-Dist-522503 herein called the complainant, in their complaint dt:20-06-2013 filed in the Forum on dt:20-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. They are residents of Bramhanadapuram village of Tadepalli mandal in Guntur-Dist residing in the area for the past 60 years.
2. They are suffering with low voltage problem especially during the nights and requested to provide an additional transformer to overcome the low voltage problem.

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

The respondent-1 Assistant Engineer/Operation/Krishnanagar in his written submission dt:05-07-2013, received in this office on 08-07-2013 stated that:

1. The area of Brahmanandapuram, Krishnanagar village was inspected on 02-07-2013 and found that the existing transformer of SS 3/50KVA was under loaded with a load of 30KW only. It is also to submit that the existing distribution transformer of SS 3/50KVA was located nearby 33/11KV Tadepalli SS-2 and the voltage is measured and found as 242 volts.
2. The houses of Sri.R.Joseph and others, Brahmanandapuram, Krishnanagar village were located below 100 mts distance from the existing distribution transformer of SS 3/50KVA and 5 Nos houses are located in the said area.

Findings of the Forum

1. The grievance of the complainants is that they are suffering with low voltage problem and requested for providing additional transformer to overcome the problem.
2. The respondent-1 i.e. the AE/Opn/Krishnanagar reported that the transformer feeding the complainants services is of 50KVA capacity at SS-3 and the load and the transformer is 30KW only and hence the transformer is actually under loaded.
3. More over the houses of the complainants is hardly 100 mts from the said transformer and the voltage at the consumer end was found as 242 volts and there were only 5 houses in the area.
4. Since it was reported that the consumer end voltage was 242 volts while the stipulated rated voltage was 242 volts only in single phase.

As such it is felt that there is no low voltage problem as laid by the complainants and hence the complaint is to be set aside in TOTO.

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

ORDER

“No separate order need to be issued”.

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 the 25th day of July 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 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.