

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

On this the 26th day of October 2019

C.G.No:14/2019-20/ Tirupati Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

L.B.Prabhakar ,
Kamathampalli,
Pakala (M)
Chittoor- Dist

Complainant

AND

1. Assistant Executive Engineer/O/Pakala (R)
2. Deputy Executive Engineer/OSD/Pakala
3. Executive Engineer/O/Tirupati (R)

Respondents

ORDER

1. Complainant presented a complaint stating that he is having AGL service bearing No. 275. There is recurring low voltage problem to his AGL service connection due to which the AGL motor was also burnt. Hence requested to erect small transformer and rectify the low voltage problem.
2. Respondents No.1 and 2 in their joint written submission have submitted that the voltages were measured at the bore point of the complainant on 24.5.2019 at about 10.15 A.M. and noted that the voltages are 440,438 and 441 phase to phase which are in acceptable limits and on 29.05.2019 at about 11.00 A.M. the voltages were 441,439 and 442 phase to phase. The service was fed from existing 100 KVA DTR which is having a load of 98 HP only. Hence the voltage measured is within the

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DESPATCHED
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acceptable limits and erection of new 25 KVA DTR is not required. HVDS works will be taken up based on the technical feasibility and requirements by the higher authorities only.

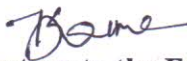
3. In accordance with the provisions contained in Clause. No. 3.2.1 of General Terms and Conditions of Supply as approved by the Hon'ble Commission the voltage level for motive power installations exceeding 2 HP and up to 100 HP shall be 415 Volts between phases. In the instant case the voltages recorded in both the instances are more than 415 volts and there are no low voltage problems as pointed out by the complainant.
4. In view of the above the complaint is dismissed.

If aggrieved by this order, the Complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order.

This order is passed on this, the day of 26th October 2019.

Sd/- Member (Finance)	Sd/- Member (Technical)	Sd/- Independent Member	Sd/- Chairperson
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Forwarded By Order


Secretary to the Forum

To
The Complainant
The Respondents

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

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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