

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

**This the 30<sup>th</sup> day of January 2013**

**C.G.No:212/2012-13/Vijayawada Circle**

*Present*

*Sri K. Paul*  
*Sri A.Venugopal*  
*Sri T.Rajeswara Rao*  
*Vacant*

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

*Between*

Sri.Kanakadurga Cromites private Ltd.  
Gaddamadugu Loya,  
G.Konduru,  
Krishna-Dist-521229

Complainant

*And*

1. Assistant Divisional Engineer/Operation/Ibrahimpatnam  
2. Chief General Manager/Operation/APSPDCL/Tirupati  
3. Divisional Engineer/Operation/Rurals/Vijayawada  
5. Superintending Engineer/Operation/Vijayawada

Respondents

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Sri.Kanakadurga Cromites private Ltd. Resident of Gaddamadugu Loya, G.Konduru, Krishna-Dist-521229 herein called the complainant, in his complaint dt:09-10-2012 filed in the Forum on dt:09-10-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is having one industrial service with SCNo:798, for their industry with the title Sri Kanakadurga Cromites private limited at Gaddamadugu loya of G.Konduru mandal in Krishna-Dist.
2. Their industry is of continuous process of nature and requires interruptions free supply for 18 days in a month, but where as the licensee is extending supply for only 3 days with power cuts.

3. Requested for continuous supply.

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

**The respondent-1 i.e. the Assistant Divisional Engineer/Operation/Ibrahimpattam in his written submission dt:24-01-2013 received in this office on dt:29-01-2013 stated that:**

1. Any service which requires 18 days continuous 11KV supply, the service shall have separate 11KV feeder.
2. But where as Sri Kanakadurga Chromites private limited was now on 11KV Adavi quarry feeder which is a mixed feeder.
3. In order to consider the request of the complainant he has to give consent letter for paying required charges for laying of separate 11KV line for their service.
4. The consumer was advised to give his consent to pay the necessary charges and after receipt of the consent letter from the consumer the necessary estimate will be prepared for sanction.

**Findings of the Forum:**

1. The grievance of the complainant is that his industry is a continuous process unit and is suffering from frequent interruptions and less number of hours of supply. Requested for 18 days continuous supply for his industry.
2. The respondents reported that the said industry Sri Kanakadurga Chromites Private Limited is fed from 11KV Adavi Quarry which is a mixed feeder.
3. The respondents also reported that any consumer who wants to avail continuous supply has to bear the entire cost of the line right from the substation to the industry and the consumer has to give his consent to that

effect in advance for preparation of the necessary estimate towards erection of separate line for the industry.

4. The contention above of the respondents is quite in order in accordance with the clause 5.3.2 of General Terms and Conditions of Supply.
5. As such the consumer has to come forward to pay the necessary cost of the line if he prefers for.

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

### **ORDER**

The consumer herein the complainant is advised that he may pay the necessary charges towards laying of the said 11KV line if he is prepared for duly extending his consent within 15 days from the date of this order.

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 the 30<sup>th</sup> day of January 2013.

Sd/-  
**Member (Legal)**

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.

Filename: Order.212  
Directory: E:\CGRF Cases\Cases 2012-13\Vijayawada\VJA 212  
Template: C:\Documents and Settings\Administrator\Application  
Data\Microsoft\Templates\Normal.dot  
Title: BEFORE THE FORUM FOR REDRESSAL OF  
CONSUMER GRIEVANCES OF SOUTHERN POWER DISTRIBUTION  
COMPANY OF A  
Subject:  
Author: apspdcl  
Keywords:  
Comments:  
Creation Date: 04/09/11 11:50:00 AM  
Change Number: 5,948  
Last Saved On: 01/02/13 4:08:00 PM  
Last Saved By: CGRF  
Total Editing Time: 2,728 Minutes  
Last Printed On: 27/11/13 11:48:00 AM  
As of Last Complete Printing  
Number of Pages: 3  
Number of Words: 621 (approx.)  
Number of Characters: 3,545 (approx.)