

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

This the 23rd day of November 2012

C.G.No:215/2012-13/Vijavawada Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy

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

Between

Sri.B.Rama Subbarao
Secretary, APIIC IALA,
IDA Kondapalli, Kondapalli post,
Ibrahimpattanam Mandal
Krishna-Dist-521228

Complainant

And

1. Assistant Engineer/Operation/Kondapalli
2. Assistant Divisional Engineer/Operation/Ibrahimpattanam
3. Chief General Manager/Finance/APSPDCL/Tirupati
4. Divisional Engineer/Operation/Rurals/Vijayawada
5. Senior Accounts Officer/Operation/Vijayawada

Respondents

Sri.B.Rama Subbarao, Secretary, APIIC IALA, IDA Kondapalli, Kondapalli post, Ibrahimpattanam Mandal, Krishna-Dist-521228 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 representing the consumers of APIIC Kondapalli of Krishna-Dist and is owning electrical service connection number 1686 at the said Industrial Estate.
2. There is power holiday on Monday, Tuesday and Wednesday in their Industrial Area because of which they are suffering for drinking water and requested for providing supply all the days atleast for the water scheme.

3. The matter was earlier put forth before AE, ADE, DE and SE in writing, but they did not give any approval because of which about 4000 workmen are suffering for drinking water.
4. They have earlier requested for changing the tariff of the above service to public utility instead of now being billed in Industrial category.

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

The respondent-3 i.e. the Chief General Manager/Finance/APSPDCL/Tirupati in his written submission dt:05-11-2012 received in this office on dt:09-11-2012 stated that:

1. **Supply during power holiday:** Due to severe scarcity of power in the entire state, APSPDCL has imposed power restrictions and controls as per the powers vested vide clause No: 16 of GTCS. As a part, power holidays were imposed to ensure equitable distribution of available power among different class of consumers. Hence the policy cannot be deviated for a particular consumer since supply of power to that consumer only in a particular time slot is not possible.
2. **Change of category:** The subject pertains to operation staff. The consumer may file a written application to the AE/Opn/concerned with supported documents. Based on the field condition, the ADE/DE being the concerned officer will decide the change of category and the CGM/Finance has not directed the field office at any time on this subject.

Findings of the Forum:

1. The grievance of the complainant comprises of two items out of which the first one is about providing power supply on all the days of a week deviating the power holidays to their water pumping scheme of the industrial estate for providing drinking water for the benefit of about 4000 workers in the Industrial estate and the second one is about change of category of the said service from industrial existing to public utility.

2. The respondent-3 i.e. the Chief General Manager/Finance/APSPDCL/ Tirupati in his written submission mentioned that it is a policy taken up by the licensee utilizing the provisions of clause-16 of GTCS applicable in the cases of power scarcity and the consequent R&C measures followed and hence is not possible to extend power to an individual consumer as requested by.
3. Regarding the change of category of the service the complainant may have to file application in the local ADEs office customer care centre duly providing the necessary documents and paying the necessary fees as prescribed.
1. As seen from the account copy of the service, the service stood in the name of Zonal Engineer and has contracted load is 15HP and is in category-III LT.
5. It is felt that the said service of the complainant can be provided with 3 phase supply for all the seven days of a week without observing power holiday, if the consumer prefers to pay the necessary charges for laying a dedicated line right from 33/11 KV substation near by to the service and erection of a separate transformer exclusively for the service.
6. The respondents, in the interest of the considerable number of beneficiaries and the purpose is for drinking water may think of providing a dedicated feeder to the said service of the water works with the consent of the consumer concerned to pay the necessary charges towards erection of dedicated line and transformer subject to feasibility in practical.

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

ORDER

1. The complainant
 - a. Is advised to file an application in the office of the ADE Office of the Ibrahimpatnam requesting to provide a dedicated 11KV feeder and a transformer exclusively for the purpose of water scheme along with consent

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