

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

**This the 21<sup>st</sup> day of December 2012**

**C.G.No:248/2012-13/Kadapa 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.Pedaballe Prabhakar Reddy  
S/o Siva Reddy  
DNo:10/7., Chennur Village, Post & Mandal  
Kadapa-Dist-516162

Complainant

***And***

1. Assistant Engineer/Operation/Chennuru  
2. Assistant Divisional Engineer/Operation/Rural-2/Kadapa  
3. Divisional Engineer/Operation/Kadapa  
4. Superintending Engineer/Operation/Kadapa

Respondents

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Sri. Pedaballe Prabhakar Reddy, S/o Siva Reddy resident of DNo:10/7., Chennur Village, Post & Mandal Kadapa-Dist-516162 herein called the complainant, in his complaint dt:28-11-2012 filed in the Forum on dt:28-11-2012 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 under 2 number 11KV feeders fed from Kanuparthi substation.
2. Because of the insufficiency of the Power transformer capacity at the above said substation the department is not giving supply to the agl.

consumers simultaneously on both the 11KV feeders to facilitate the consumers to avail supply only during the day times.

3. Requested for enhancement of the power transformer capacity or erection of additional power transformer to overcome the above problem.
4. Requested for continuous power supply to the agl. services only during day times.
5. They are suffering with low voltage since all the motors will put on simultaneously and the motors are burning resulting in crop loss.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Chennuru in his written submission dt:07-12-2012 received in this office on dt:18-12-2012 stated that:**

1. At 33/11KV Kanaparthi SS existing 1No. 5MVA power transformer and 4 nos. 11KV feeders. Feeder wise max demand as follows.
  - a. 11KV Kondapeta Feeder (Agrl) : 180 A
  - b. 11KV Balasingaya Palli feeder (Agrl) : 120 A
  - c. 11KV Rural feeder (domestic) : 35 A
  - d. 11KV Sugar Factory feeder (24 hours) : 2 A
2. Agricultural supply feeding in 2 groups and the timings as follows:

SL.No.	Feder Name	A Group	B Group
1	Balasingaya Palli	4:00 to 9:00 & 22:00 to 24:00	---
2	Kondapeta	----	9:00 to 4:00 & 0:00 to 2:00

3. As per the consumer representation it is not possible to give Agrl. Supply 2 feeders at a time because 5MVA Power transformer get over

loaded. Due to E..L.R's it is not possible to give continuously 7 hours supply at day time.

**Findings of the Forum:**

1. The grievance of the complainant is that because of the insufficiency of capacity of the power transformer at the substation the department could not give agl. supply only during day times simultaneously on the existing two numbers 11KV agl. feeders and requested for enhancement of the capacity of the substation.
2. The respondent-1 i.e. the AE/Opn/Chennur reported that, at present there is only one number 5MVA power transformer and 4 numbers 11KV feeders out of which the said two numbers agl. feeders on which the complainants requesting for simultaneous supply during day time have reached 180/120 Amps.
3. As per the LR schedules given, the two agl. feeders fell in two groups i.e. A and B having different timings of 3 phase supply in two spells of 5 and 2 hrs respectively.
4. The respondent declared that it is not possible to give agl. supply on two feeders at a time because the 5 MVA PTR gets over loaded and due to emergency load relief is not possible to supply 7 hrs continuously.
5. The contention of the respondent that extension of 7 hrs continuous supply in view of emergency load relief is accepted and also the inability to supply both the 11KV agl. feeders simultaneously is also accepted as the schedules of load relief are prepared based on the availability of supply and the load demand.

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

## **ORDER**

The complainant is informed that his request of for extension of supply to the agl. feeders only during day times is not a grievance in accordance with the Guaranteed Standards of Performance and hence is set aside.

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 December 2012.

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
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**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.