

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

This the 15th day of February 2013

C.G.No:286/2012-13/ Tirupati Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
(Vacant)

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

Between

Sri. G.Dhananjaya Reddy
C/o Venkata Reddy
DNo: 2-42., Yelumgundlapalli Village & Post
Penumuru Mandal,
Chittoor-Dist-517126.

Complainant

And

1. Assistant Engineer/Operation/Penumuru Respondents
2. Assistant Divisional Engineer/Operation/Rurals-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor
4. Superintending Engineer/Operation/Tirupati

Sri. G.Dhananjaya Reddy, C/o Venkata Reddy resident of DNo: 2-42., Yelumgundlapalli Village & Post Penumuru Mandal, Chittoor-Dist-517126. herein called the complainant, in his complaint dt: 17-12-2012 filed in the Forum on dt: 17-12-2012 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 an agl. consumer with SCNo: 457 at Yelumgundlapalli of Penumur mandal in Chittoor-Dist.

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2. The supply timings for agl. are uncertain in the period varies from morning to evening and requested for extension of supply to the agl. services during the fixed hours on all the days.
3. In case of failure to the transformer fuses it requires putting off supply from the substation itself duly taking LC instead of switching off the particular transformer and requested for providing of AB switch for the transformers.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Penumuru, in his written submission dt:04-02-2013 received in this office on dt:06-02-13 stated that:

1. Giving of power supply for agricultural is policy matter & he inspected the location there was having 1No. AB switch for mother transformer.
2. There is no need to provide another AB switch for above consumer.
3. The complaint may please be dropped.

Findings of the Forum:

1. The grievance of the complainant comprises of two items out of which the first one being about the supply timings to the agl. services and the second one is about providing of AB switches to all distribution transformers such that the interruptions to the agl. services are minimized in case of break downs and fuse failures. Requested to stream line the supply timings to the agriculture and provide AB switches to the transformers.

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2. The respondent-1 i.e. the AE/Opn/Penumur in his reply stated that the power supply to agriculture sector is a policy matter.
3. In the matter of providing separate AB switches to each distribution transformer, the respondent replied that a common AB switch that was already existing with the mother transformer is to control all the transformers under the above and hence there is no need to provide another AB switch for the consumer exclusively.
4. The contention of the respondent that the power supply timings is a policy matter is accepted to some extent since the supply is arranged in such a manner the grid is in safe zone and when ever there is a shortfall of supply feeders have to be switched off reduce the loads in the interest of the grid safety.
5. In connection with providing of separate AB switch to each transformer of agl services, it was taken as a policy by the licensee to utilize the AB switch controlling the mother transformer hither to shall control the cluster of tiny transformers erected replacing the bulk one.
6. However it is felt that the licensee shall manage to minimize the interruptions to agl. services by duly maintaining the lines and the transformers in healthy condition.

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

ORDER

The respondents are directed that they shall ensure supply to the agl consumers as promised as far as the grid permits and see that the interruptions also are minimized.

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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 15th day of February 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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