

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

**On this the 14<sup>th</sup> day of July 2015**

**In C.G.No:238/ 2014-15/Anantapur Circle**

***Present***

***Sri P.Venkateswara Prasad***  
***Sri A.Sreenivasula Reddy***  
***Sri T. Rajeswara Rao***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***

***Between***

Sri H.Nidamamidappa  
C/o Gangappa  
Venkatagaripalli  
Venkatagaripalli – Post Office  
Puttaparthi  
Anantapur-Dist

Complainant

***AND***

1.Assistant Engineer/Rurals /Puttaparthi  
2.Assistant Divisional Engineer/Puttaparthi  
3.Divisional Engineer/Kadiri  
4.Superintending Engineer/Operation/Anantapur

Respondents

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Sri H.Nidamamidappa C/o Gangappa is a resident of Venkatgaripalli ,Venkatagaripalli –Post Office, Puttaparthi , Anantapuramu - Dist, here in called the complainant, In his complaint dt:13.03.2015 filed in the Forum on dt: 13.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. He is a resident of Venkatgaripalli ,Venkatagaripalli –Post Office, Puttaparthi , Anantapuramu – Dist.

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2. He is a Agricultural farmer with service no:181 to his service no. there is low voltage problem.
3. So kindly rectify the problem.

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

**The respondent-1 i.e. the Assistant Engineer / Operation /Rural/Puttapparthu in his written submission dt:26.06.2015, received in this office on dt:1.07.2015 stated that:**

1. The complaint filed by the consumer Sri.H.Nidiamamidappa S/o Gangappa, Venkatagaripalli (Village) in Rural-Puttapparthu on 13.03.2015 at Puttapparthu Sub Division office , Avoid the low voltage to the ASC NO:7431535000181 of Venkatagaripalli(Village).
2. In this connection ,on 16.03.2015 attending the location of Agriculture Distribution Transformer Structure of SS-III,100 KVA of Venkatagaripalli (Village) ,identified the ASC No:181,Contracted Load :5.0 HP to utilize the power supply and observed that ,in addition to the consumer itself was installing exceeding connected load i/e., 8.0 HP(excess HP) with another 4 no's consumers. The additional load regularization notices were also served to the consumers ,but even laps of 15 days ,not even single consumer were come forward to regularize loads. Hence, it is concluded that without regularization of an-authorized loads, there is no authorization to provide additional DTR's to improve the voltage to the default consumers.
3. Hence, the complaints may please be dropped from the "FORUM FOR REDRESSAL CONSUMER GREIVANCE" of South power Distribution Company of AP Limited Tirupathi, against filed by the consumer and between all the respondents.

**Findings of the Forum:**

1. Sri H.Nidamamidappa of Venkatagaripalli ,Puttaparthi Mandal has lodged a complaint before the Forum on 13.03.2015 at Puttaparthi during the Vidyuth Adalath conducted there by the Forum stating that his agriculture motor was not running due to low voltage and hence requested to rectify the same for his ASC No.181.
2. The Respondent No 1 in his submission dated 26.06.2015 received in this office on 01.07.2015 has furnished that the said complainant under question has connected 8.0 HP as against the contracted load of 5.0 HP and thus exceeded the contracted load. He has also stated that the 4 other consumers have also connected more loads under the same distribution transformer and hence the DTR was overloaded. In spite of serving notices to the Agricultural consumers to regularize the unauthorized additional loads, they have not turned up.
3. The applicability of citizen charter as contemplated in Regulation No 9/2013 is applicable to those consumers who avail supply in consonance with the agreements Quantity i.e contracted load. Since the complainant has unauthorizedly exceeded the contracted load his grievance cannot be treated as a genuine one unless he regularize such excess unauthorized load.

### **ORDER**

In view of the above circumstances the complainant is hereby advised to regularize the unauthorized excess load of 3.0 HP by registering his application in the Customer Service Centre and arranging payment as per the Regulations .The complainant is also requested to motivate his neighbor consumers to regularize their unauthorized loads so as to get reliable and quality power to their services.

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The Respondents are also directed to educate the complainant and other consumers suitably to regularize the unauthorized excess loads.

Accordingly the case is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the day of 14<sup>th</sup> July 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(Accounts)**

Sd/-  
**Chairperson**

**True Copy**

**Chairperson**

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