

**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:100/ 2014-15/Ongole Circle**

*Present*

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

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

*Between*

Sri Kanamarlapudi Chennakesava  
Plot No: 9 Industrial Estate  
Station Road ,Markapur  
Markapur – Post Office  
Markapur  
Prakasam - Dist  
523316

Complainant

**AND**

1.Assistant Engineer/Markapur  
2.Assistant Divisional Engineer/ Markapur  
3.Divisional Engineer/Markapur  
4.Superintending Engineer/Operation/Ongole

Respondents

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Sri Kanamarlapudi Chennakesava is a resident of Plot No:09,Industrial Park ,Station Road,Markapur ,Markapur-Post Office,Markapur,Prakasam-Dist, herein called the complainant, In his complaint dt:18-08-2014 filed in the Forum on dt: 18-08-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

C.G.No:100/2014-15/Ongole Circle

1. He is a resident of Plot No:09, at Industrial Estate ,Markapur with Service Numbers:8478,5646 which is under SS-34 -63KVATransformer.
2. Due to the over load the motors are not running, to overcome the over load kindly erect another additional Transformer.

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

**The respondent-I & II & III i.e. the Additional Assistant Engineer, Assistant Divisional Engineer, Divisional Engineer / Operation /Markapur in their combined written submission dt:31.03.2015, received in this office on dt:08.04.2015 stated that:**

1. An Additional Distribution Transformer was erected on the existing Distribution Transformer No.34 Operation of Markapur Town, Near Plot No.09, Industrial Estate of Sri Kanamarla Chennakesavulu due to overload on 16.09.2014.
2. The estimate Additional D.T.R .sanction under SDR IMP No.469/14-15 of DEE/Operation/Markapur.W.B.S.No-T-2014-03-02-21-21-01-022 EQ No.1209046.S.No.487331-VE-100 KVA.

**Findings of the Forum:**

1. During the Viduth Adalath conducted at Markapur on 18.08.2014 Sri.K.Chennakesavulu and others made a complaint before the Forum and stated that though their contracted load is 123 HP , only one no.63 KVA DTR was available and hence overloaded and the motors are not running properly.
2. Finally the complainant has requested to arrange to erect appropriate distribution transformer so as to cater their loads .
3. The Respondent No.I in his submission dated 31.03.2015 received in this office on 08.04.2015 has stated that one .number additional distribution

transformer was erected on the existing DTR No.34 of operation Markapur Town near plot No 9, Industrial Estate on 16.09.2014.

4. In accordance with Sl.No VI of service area under voltage fluctuations as contemplated in the Regulation No 9/2013 Guaranteed Standards of performance and compensation to consumers in case of default , the low voltage problem shall be resolved within 120 days when upgradation of distribution system is required. In the instant case the stipulated time standard will lapse by 16.12.2014, whereas the Respondent has provided additional DTR on 16.09.2014.

### **ORDER**

Since the low voltage problem of the complainant has been resolved by the Respondents well within the time standard fixed by the Hon'ble APERC interms of Regulation No.9/2013, the case is disposed off accordingly.

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.

