

**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:97/ 2014-15/Ongole Circle**

*Present*

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

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

*Between*

Sri Srinivasa Rao  
C/o Nataraja Dall Mill  
Plot No:119 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 Srinivasa Rao C/o Nataraja Dall Mill is a resident of Plot No:119,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:

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1. He is a resident of Plot No:119,Industrial Park ,Station Road,Markapur ,Markapur -Post Office , Markapur,Prakasam-Dist.
2. He has Natraja Dall Mill at Industrial Estate , Markapur with Service Numbers:7661,8661 and 6333 which is under SS-44 Transformer.
3. Due to the over load the motors of his mill are not running, to overcome the over load erect the 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.37 Operation of Markapur Town,Near Plot No.119,Industrial Estate of Sri Srinivasa Rao of Nataraja Dall Mill due to overload on 26.09.2014.
2. The estimate Additional D.T.R .sanction under SDR IMP No.468/14-15 of DEE/Operation/Markapur.W.B.S.No-T-2014-03-02-21-21-01-021 D.T.R.SLNo.98048318-BPTL-100KVA.

**Findings of the Forum:**

1. During the Vidyuth Adalath conducted at Markapur on 18.08.2014 Sri S.Sreenivasa Rao and two others have made a complaint before the Forum and stated that since the connected load of their services are 155 HP under SS 44 Transformer, The DTR is overloaded and hence requested to provide one number additional Distribution Transformer.

2. The Respondent No 1 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 distribution transformer no 37 in industrial estate on 26.09.2014.
3. In accordance with Sl.No VI voltage fluctuations under service area as contemplated in Schedule II of Regulation 9/2013 issued by the Hon'ble APERC in Guaranteed Standards of performance and compensation to consumers in case of default., the time standard fixed is within 120 days for upgradation of distribution system. The due date in accordance with the above provisions will fall on 16.12.2014 whereas the Respondents have provided the additional distribution transformer on 26.09.2014.

**ORDER**

Since the low voltage problem of the complainant has been resolved by the Respondents by providing additional distribution Transformer well within the time standard fixed in accordance with 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.