

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

**On this the 26<sup>th</sup> day of June 2014**

**In C.G.No:22/ 2014-15/Guntur Circle**

*Present*

*Sri K. Paul*  
*Sri A. Venugopal*  
*Sri T. Rajeswara Rao*  
*Sri A. Satish Kumar*

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

*Between*

Sri G.Sree Sai Hare Ram  
C/o Suryanarayana  
DNo:513/1, Burripalem Road,  
Tenali Town –Post,  
Tenali Town,  
Guntur-Dist-522201

Complainant

*And*

1. Assistant Engineer/Operation/D-3/Tenali  
2. Assistant Divisional Engineer/Operation/Town/Tenali  
3. Divisional Engineer/Operation/Tenali  
4. Superintending Engineer/Operation/Guntur

Respondents

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Sri G.Sree Sai Hare Ram, C/o Suryanarayana resident of DNo:513/1, Burripalem Road, Tenali Town –Post, Tenali Town, Guntur-Dist-522201 herein called the complainant, in his complaint dt:23-05-2014 filed in the Forum on dt:23-05-2014 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 HT consumer running Dall mill in Burripalem Road of Tenali Town.
2. The line feeding his HT services is suffering considerable interruptions of power supply and he is put to troubles on account of the said interruptions.

3. Requested the Forum to pass orders on the respondents to minimize the interruptions.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/D-3/Tenali in his written submission dt:05-06-2014, received in this office on 07-06-2014 stated that:**

1. The complainant of Sri G.Sree Sai Hare Ram SC.No.HT 3598, DNo:531/1, Dall mill, Burripalem road, Tenali reported for supply interruptions to his Dall mill. On 28-05-2014 he had inspected the premises and observed that the Dall mill supply is feeding from Tenali Town 11KV local 10<sup>th</sup> feeder. The 11KV local 10<sup>th</sup> feeder is feeding to Tenali Town which is emanating from Tenali SS-11 to Tenali Town. The supply interruptions made only on schedule load reliefs and emergency load reliefs. It is learnt that there are no other causes for supply interruptions.

**Findings of the Forum:**

1. The grievance of the complainant is that he is a HT consumer with service No.HT3598 at Tenali Town and his industry above is suffering with frequent interruptions on the 11KV feeder supplying their industry apart from other 11industries and the reason suspected the over loading of the feeder resulting infrequent trippings. Requested the Forum to order the respondents to minimize the interruptions.
2. The respondent-1 i.e. the AAE/Opn/D-3/Tenali in his reply stated that the said HT service of the complainant is a Dall mill in Buripalem road of Tenali. On 28-05-2014 he had inspected the premises and observed that the supply to the said industry is extended from 11KV 10<sup>th</sup> feeder of Tenali town emanating from SS-2 Tenali and the said interruptions is only on account of scheduled load reliefs and emergency load reliefs, but not due to any other reason.

3. However since the cause of trippings is attributed to the load reliefs of general and emergency nature, but not due to over loading of the feeder as stated by the respondents it is understood that the feeder is a mixed one more prone for load reliefs.
4. The complainant along with other consumers on the same feeder may come forward to have an exclusive feeder for their industries to pay the necessary charges towards erection of exclusive feeder along with the terminal equipment, bay etc. as demanded by the field conditions besides providing suitable way leave for erection of such feeder exclusively.
5. The respondents may advise the complainant and the surrounding industrialists accordingly and do the needful at their option.

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

**ORDER**

The complainant is advised that he shall come forward along with his co-industrialists of the area with a proposal to pay the necessary charges towards laying of separate feeder exclusive for their industries and the associated equipment erection besides providing necessary way leave for erection of such line in their favour and render a letter of consent to that effect to the DE/Opn/Tenali.

Accordingly the case is allowed in full and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1<sup>st</sup> Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 26<sup>th</sup> day of June 2014.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

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