

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

**On this the day of 29<sup>th</sup> May 2018**  
**In C.G.No:206/ 2017-18/Ongole Circle**

*Present*

Sri. A. Jagadeesh Chandra Rao  
Sri. A. Sreenivasulu Reddy  
Sri. D. Subba Rao  
Sri. Dr. R. Surendra Kumar

Chairperson  
Member (Finance)  
Member (Technical)  
Independent Member

*Between*

Sri. E. Venkat Rao & Others,  
1-203-E-157-B,  
Power Office Backside,  
Markapur,  
Prakasam Dt.

Complainant

**AND**

1. Assistant Engineer/ O/Markapur
2. Assistant Divisional Engineer/O/Markapur
3. Divisional Engineer/O/Markapur

Respondents

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**ORDER**

1. During the Vidyut Adalat conducted at Markapur on 15.11.2017 Sri. E. Venkat Rao and others presented a complaint before this Forum wherein they have informed that they are the residents of rear side of power office Markapur. The Distribution Transformer near Ramulavari Temple is lying in very low level and hence requested to shift the same by the side of drainage canal duly raising the height of the transformer. They have also informed that there is low voltage problem in the area and requested to resolve the same.
2. The Respondents No. 1 and 2 filed their joint written submissions wherein they have elucidated that the low voltage problem of the complainant was resolved by changing the phase and informed the complainant to register an application for shifting of transformer duly obtaining permission from the municipality and also to pay the shifting charges. The Respondents have also enclosed a letter of the complainant dated: Nil addressed to the CGRF/APSPDCL/TPT wherein the complainant has

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**DISPATCHED**  
OFF

11/6/18

confirmed about redressal of his low voltage problem by the Respondents on 18.11.2017

3. In accordance with the provisions contained in Clause No.5.3.4 of General Terms and Conditions of Supply as approved by the Hon'ble APERC the consumer shall pay the shifting charges included in the estimate in advance before taking up shifting operations. It is also the primary responsibility of the complainant to furnish proper approvals from the local body apart from payment of shifting charges. Hence the complainant is advised to arrange approvals from the local body for shifting of the transformer and also to furnish no objection certificate for the location to which the transformer should be shifted.
4. Since the grievance of the complainant as to the low voltage problem has been resolved by the Respondents and since the complainant is liable to pay the shifting charges of the transformer for new location apart from arranging approvals the complaint is disposed off accordingly with an advice to register their complaint at mee-seva with an undertaking to pay the shifting charges.

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.

This order is passed on this, 29<sup>th</sup> day May 2018.

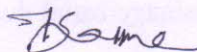
Sd/-  
**Member (Finance)**

Sd/-  
**Member (Technical)**

Sd/-  
**Independent Member**

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.

Copy to the Nodal Officer (Chief General Manager/Operation)/CGRF/APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh, Flat No: 401, 4th Floor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063.

Copy Submitted to the Secretary, APERC, 11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.

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