

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

On this the 4th day of June 2019

C.G.No:328/2018-19/Tirupati 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

Smt.D. Neelamma,
W/o. D. Muni Reddy,
1/10,
Kayam ST Colony,
Vadamalapeta (M),
Chittoor Dt.

Complainant

AND

1. Assistant Executive Engineer/O/Vadamalapeta
2. Deputy Executive Engineer/OSD/Puttur
3. Executive Engineer/O/Puttur

Respondents

* * * *

ORDER

1. Complainant presented this complaint stating that respondent had provided power supply for 24 Hrs to their domestic service connection but from the last four months they are getting only 7 Hrs supply and requested to restore supply of 24 Hrs to their house which is situated in their AGL lands vide service No.5324205001000.
2. Respondent No.1 filed written submission stating that service was released on 14.01.2014 in the name of the complainant. The service was released from 11 KV Kayam Rural feeder with 2/3rd supply as Vippamanipatteda (V) domestic services pertains to rural section, Renigunta. Subsequently bifurcation of services were made by rural section, Renigunta and supply was extended to Vippamanupatteda (V) and other villages from 11 KV Brahmanapattu feeder emanating from 33/11 KV Padipeta substation. After bifurcation of Kayam rural feeder the 1/3rd supply was extended during non agricultural supply times. So consumer could not get 24 Hrs continuous supply. But if a separate single phase transformer is provided there is feasibility to provide supply 80 Mts line involvement at 11 KV side is required to extend the supply to her house with single phase DTR.

DESPATCHED

DATE 11/6

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3. During Personal hearing conducted on 19.02.2019 at Court Hall/CGRF/Tirupati both parties were heard. Respondent No. 1 stated that single phase supply will be provided if the complainant comes forward to pay the necessary estimated charges. But on the other hand the complainant stated that she is a poor woman. Her husband died recently due to snake bite. In the absence of 24 Hrs supply, it became very difficult for them to reside in the house and they are apprehending that their lives are in danger due to snake bite etc., and requested to restore 24 Hrs supply to their domestic service connection.
4. Point for determination is whether the complainant is entitled for 24 Hrs single phase supply or not?

The case of the complainant is that domestic service connection was released on 14.01.2014 in her name. She was provided with 24 Hrs continuous supply for her house and 7 Hrs supply to AGL fields. She has requested to continue to provide 24 Hrs supply to her house.

On the other hand the respondents submitted that supply was fed from 25 KVA AGL DTR fed through 11 KV Kayam rural feeder under 33 KV Pudi Sub-Station. Previously 2/3rd supply was extended up to Vippamanipatteda (V) pertaining to town division. From 18.08.2018 onwards 1/3rd supply is being extended from 11 KV Kayam rural feeder under which there will be no supply to the complainant under 1/3rd supply condition since the service released under 3 phase AGL DTR.

The respondents did not file any undertaking letter given by the complainant to the effect that she will be provided supply through 1/3rd only. Since the respondents extended supply for 24 Hrs with single phase, they ought to have continued to supply 24 Hrs only. The feasibility of providing supply ought to have been verified by the respondents at the time of releasing of supply to the complainant's domestic service. On the premise of bifurcation of feeders the respondents are not expected to dispense with 24 Hrs supply. The point is answered accordingly.

5. In result respondents are directed to restore 24 hrs supply to the complainant with single phase by erecting necessary infrastructure.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38,

