

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 31<sup>st</sup> day of March'2023**  
**C.G.No.76/2022-23/Tirupati Circle**

*Present*

**Sri. K. Ramamohan Rao**

**Sri. S.L. Anjani Kumar**

**Smt.G. Eswaramma**

**Chairperson (I/c) &  
Member (Finance)  
Member (Technical)  
Independent Member**

*Between*

P.Srinivasa Reddy,  
S/o.P.Sambi Reddy,  
220,Sai Ashritha Residency,  
Tiruchanoor,  
Near R.K.Kalyana Mandapam,  
Tirupati,  
Chittoor Dt.

Complainant

**AND**

1. Deputy Executive Engineer/O/Puttur
- 2.Executive Engineer/O/Puttur

Respondents

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**ORDER**

1. The case of the complainant is that he has applied for new service connection during March'2022 and paid Rs.59,340/- (including Single phase DTR cost) and taken connection under Category -II for 2KW load to his premises, as the house was under process of construction. The department assigned the service connection as SC No.5324111000885 for Category-II service.

After construction of house during December'2022 the complainant again approached the department personnel and as per the advice of AE he again paid Rs.14,100/- towards additional load charges for 5KW to get 3-ph connection(total load 2KW + 5KW now proposed). Further the category also changed into category-I by the department, as the house construction work was finished. Again during the month of February'2023 the complainant paid amount for additional load of 5KW load (total load 7KW+5KW now

**DESPATCHED**  
DATE

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proposed) to get 3-Ph connection and to provide CT meter. So far he paid for 12KW load to get 3-Ph connection to his independent 3bedroom house, even though the department informed to pay Rs.1,73,067/- for up-gradation of 3 phase and CT meter towards additional load of 3KW(total load 12KW+3KW now proposed) to his existing service . Hence the complainant is questioning this forum why should he pay Rs.1,73,067/- for his 15KW load 3-phase domestic service.

2. The complainant also sent a mail on 25.2.2023 to this forum stating that, as per the Hon'ble APERC guidelines issued vide Lr.No.APERC/E-202/DD-Dist/2016 dated:9.9.2016 for 3-ph service connection he need not to pay 3Ph DTR cost. Hence requested to resolve his grievance.
3. The case was registered as CG.No.76/2022-23/Tirupati Circle and sent to respondents for written submissions.
4. Respondent No.1 has submitted written submission stating that, the consumer Parvatham Srinivasa Reddy, Kotha Nennuru (V) has applied for single phase new connection on 08.03.2022 for construction of house. There is no LT Network near by the consumer. So the estimate was prepared for single phase distribution Transformer and sanctioned on 22.03.2022. The consumer has paid an amount of Rs.59,340/- on 25.03.2022. Service released under Cat-II for construction of house by erecting 1 No. Single-Ph distribution Transformer and assigned service with Sc.No.5324111000885. After completion of construction of house, the service category was changed from Category-II to Category-I as per the request of the consumer.Further the consumer Sri P. Srinivasa Reddy of Kotha Nennuru village once again registered a LT application on 08.02.2023 for providing of 3- Ph (Three Phase) supply to his house. There is no provision for releasing of the three phase supply to the said house, as Single phase distribution Transformer only connected to his existing domestic service. Hence the AE/O/Rayalacheruvu has prepared an estimate for providing of three phase 25 KVA distribution

Transformer for conversion of single phase to three phase supply to the said service. Estimate was sanctioned on 10.02.2023 and demand notice served to the consumer for payment of the necessary amount as per the estimate. Hence requested to close the case.

5. Respondent.No.2 has submitted written submission stating that, the complainant has applied for release of 2.0 KW load under LT Category-II. Consequently an estimate was prepared vide WBS No.E-2021-05-03-41-01-031 and the complainant has paid Rs.59,340/- and the service was released on 06.06.2022 with SC No.5324111000885. Further the complainant has applied for 7.0KW and paid necessary amounts and the additional load was released and the total load is 12.0KW. Further the complainant has applied for phase conversion from single phase to three phase. It is quite essential as the single phase meter will not cater the load of 12.0KW. Accordingly an estimate was prepared for erection of 1No. 25KVA distribution Transformer vide WBS No.E-2022-05-03- 41-01-037 and requested to pay an amount of Rs.1,73,067/- Further stated that, it is quite essential to erect a 25KVA distribution Transformer to extend supply to a connected load of 12.0KW as the single phase supply is to a maximum load of 5.0KW only. Hence stated that the consumer has to pay an amount of Rs.1,73,067/- as per the demand notice so as to release three phase service connection to his premises. Hence requested to close the case.
6. Personal hearing was conducted @11.30A.M. on 10.3.2023. The complainant Mr. P.Srinivasa Reddy, Dy.EE/O/Puttur and AE/O/Rayalacheruvu present. Heard both sides.

The Dy.EE/O/Puttur has stated that for construction purpose the said service was released with SC No.5324111000885 under Category II for 2KW load duly providing Single phase 10KVA DTR. The complainant further paid two times for 5KW load (total load 12KW for regularization of additional load) and requested for conversion of S-Ph to 3-Ph supply to his existing service. Again the complainant registered for additional load of 3KW to the existing

service, but not paid the necessary amount. The existing DTR cannot cater the total load of 15KW. Hence an estimate was prepared and sanctioned for conversion of Single-Ph to 3-ph supply to the said existing service duly providing 3-phase 25KVA DTR. Further stated that, on receipt of necessary estimate amount of Rs.1,73,067/- paid by the complainant the said service may be provided with 3-Phase supply duly providing 3-Ph 25KVA DTR after deducting the cost of Single phase 10KVA DTR connected to the service in the estimate. Hence requested to close the case.

The AE/O/Royalacheruvu has stated that he prepared an estimate for conversion of S-Ph to 3-Ph supply to the said service duly proposing the 3-Ph 25KVA DTR and issued demand notice to the complainant duly deducting the S-Ph 10KVA DTR cost. Further stated that no excess line materials proposed in the estimate. Earlier due to non availability of 3- phase DTR, the department collected single phase 10 KVA DTR cost from the complainant to release new service connection of 2 KW load for construction of house. Now the complainant is requesting to convert single phase to 3 phase supply with 15 KW load. The existing 10 KVA single phase DTR cannot cater the proposed load of 15KW. Hence conversion of single –Ph 10 KVA to 3 –Phase 25 KVA DTR is essential. Hence stated that the complainant is liable to pay difference amount of DTR cost of Rs. 1,73,067/- to release 3- phase supply of 15 KW load.

The complainant has stated that during December'2022 house construction was completed. Now the total connected load in his new 3bedroom house is 4 Nos. A.Cs of each 1.5tonne capacity and lighting loads etc., The department issued demand notice to pay Rs.1,73,067/- (N) to convert S-ph to 3-Ph supply to his existing said service. Hence requested to revise the estimate amount duly deducting the single Phase DTR cost as per the Hon'ble APERC guidelines issued vide Lr.No. APERC/E-202/DD-Dist/2016 dated:9.9.2016. Earlier due to non-availability of 3 phase DTR, the department collected single

phase 10 KVA DTR cost from the complainant to release new service connection of 2 KW load for construction of house.

7. Point for determination is whether the complainant is entitled to get 3-Ph supply to the said service SC No.5324111000885 without payment of cost of 3-Ph 25KVA DTR?

The complainant in this case first applied for Single Phase connection for 2KW load under Category - II to his premises for construction of house in the premises, the service number assigned as SC No.5324111000885. The complainant paid additional load amount for 10KW load to the existing service SC No.5324111000885. Now the total load is 12KW, further the complainant registered for 3KW additional load to the said service. The complainant also requested the department to provide CT meter and to change the supply from single phase to three phase to the said service. The department prepared an estimate and sanctioned for conversion of Single Phase to 3-Ph supply to the said existing service duly providing 3-Ph 25KVA DTR and 3-Phase energy meter. As seen from the estimate sanctioned, it is noticed that the department sanctioned the estimate amounting to Rs.2,08,767.29 (Gross) and shown

- 1) The S-phase 10KVA DTR cost amount of Rs.33,001.20 and
- 2) 3-Ph 5-30A Electro static energy meter cost amount of Rs.2,699.12 under less credits. Hence the net amount of estimate sanctioned to Rs.1,73,067/- (N) and the complainant has to pay the net amount of Rs.1,73,067/- (N) for execution of the said work .

The complainant stated that he is not liable to pay the 3-Ph DTR cost to provide DTR to his service as per the Hon'ble APERC issued guidelines vide Lr.No.APERC/E-202/DD-Dist/2016 dated:9.9.2016 and the details are as follows:-

***“The Distribution Licensee shall recover full cost of transformer in case of commercial complexes, apartments and multi storied buildings where a***

*dedicated transformer is provided while extending new LT service connections. In such cases, the Distribution Licensee is not entitled to collect development charges and shall own the transformer and maintain it. The Distribution Licensee shall not extend power supply to any other consumer from the dedicated transformer other than the consumer who has borne the full cost of the Transformer”.*

The complainant also stated that as per the **first amendment to the Principal Regulation 4 of 2013 (Licensee’s Duty for supply of Electricity on Request)** issued by Hon’ble APERC he is not liable to pay DTR cost for providing of DTR to his service. Further stated that **as per the Clause 8 (3) in Principal Regulation No.4 of 2013 issued by Hon’ble APERC**, the department shall recover full cost of DTR in case of commercial complexes, apartments and multi storied buildings where a dedicated transformer is provided while extending new LT service connection.

**As per second amendment issued by Hon’ble APERC vide Regulation No.6 of 2021 dated: 31.12.2021 to the Principal Regulation 4 of 2013 (Licensee’s Duty for supply of Electricity on Request) Clause 8(3) was deleted**

Hence consumers who have applied for service connection after 31.12.2021 are liable to pay the DTR cost irrespective of the category of consumers mentioned in the first amendment to the Principal Regulation 4 of 2013 (Licensee’s Duty for supply of Electricity on Request).

This forum explained the same during personal hearing to the complainant that **” Clause 8(3) issued in the second amendment to the Principal Regulation 4 of 2013 (Licensee’s Duty for supply of Electricity on Request) by the Hon’ble APERC was deleted”**, further directed the respondents to explain about the above said clause to the complainant.

The AE/O/Royalacheruvu has informed to the Secretary of this forum on the same day of personal hearing that they have explained about the above

clause to the complainant on the same day of personal hearing and informed to pay the cost of the DTR as per the estimate sanctioned. The AE/O/Royalacheruvu also given a copy of estimate to the complainant and explained to the complainant that no extra line materials were added in the estimate. The AE/O/Royalacheruvu also informed that in process of conversion of DTR from S-ph to 3-ph, only 1No.LT HG fuse set is left at site, which is also non-reusable one. Hence stated that the estimate which is already sanctioned is correct and cannot be revised.

This forum is also of the opinion that the respondents also correctly prepared the estimate for replacement of existing S-Ph 10KVA DTR connected to the said service to 3Ph 25KVA DTR and also to replace the S-ph meter with 3Ph energy meter to cater the present proposed load of total 15KW load duly providing 3-ph energy meter for the service SC No.5324111000885. The respondents are also directed not to release any service under the now proposed 3-Ph 25KVA DTR without complainant's willingness. Hence there are no merits in the complaint .The complainant is liable to pay the estimate cost as proposed and sanctioned by the respondents. On receipt of the payment from the complainant, the respondents are directed to release the service within 7days from the date of payment made by the complainant. The point is answered accordingly.

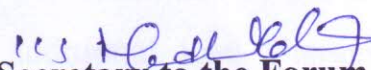
8. The complaint is accordingly disposed off.

Sd/-  
Member (Technical)

Independent Member

Sd/-  
Chairperson (I/c)

**Forwarded By Order**

  
Secretary to the Forum

**This order is passed on this, the day of 31<sup>st</sup> March'2023**

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

to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

To

The Complainant

The Respondents

Copy to the Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/ Tirupati.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

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