

2. The said complaint was registered as C.G.No.25/2023-24 and notices were issued to the respondents calling for their response. The 1st respondent submitted their response stating that on field verification, they found in the residential building of the complainant the existence of total five service connections and as per APSPDCL department policy, individual distribution transformer has to be proposed for the complainant since he is already having five service connections in the same premises and hence two more connections are rejected.

3. Now the point for determination is:

Whether the complainant is entitled for another two service connections as prayed for?

4. **POINT:** Perused the record. In Regulation. No. 6 of 2021 the Hon'ble APERC has stated that "*All consumers of LT services other than agricultural services whose contracted load exceeds 20 KW shall be provided with dedicated transformers by the licensees on collecting full cost of the transformer*" but the said regulation does not specify number of service connections in one and the same premises with the total prescribed load of 20 KW. Here, in the case on hand the total connected load of existing five service connections of the complainant is only 10.57 KW and does not exceed 20 KW. Hence, the complainant is entitled to another two service connections as prayed for, since the total contracted load of all the service connections of his premises does not exceed 20 KW.

5. On 06.10.2023 during the course of video conferencing, this forum directed the respondents to release the two service connections, since the total contracted load is below 20 KW. Today the respondents filed compliance report reporting that they have issued two LT services on 10.10.2023 in the premises of the complainant. During the course of video conferencing, the complainant acknowledged issuance of the two service connections as prayed for and stated no objection to close the complaint. Hence, this forum opine that this complaint can be closed, as the purpose is served. Accordingly, the point is answered.
6. ***In the result***, the complaint is closed as the purpose is served. No order as to costs.
7. The complainant is informed that if he is aggrieved by the order of the forum, he may approach the Hon'ble Vidyut Ombudsman, 3rd Floor, Plot No.38 Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause 13 of Reg.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyut ombudsman.ap.gov.in.

Typed to dictation by the computer operator-2, corrected and pronounced in the open Forum on this 11th day of October'2023.


CHAIRPERSON


Member (Finance)


Member (Technical)


Member (Independent)

Copy to the

Complainant and all the Respondents

Copy Submitted to

**The Chairman & Managing Director/Corporate
Office/APSPDCL/ Tirupati.**

**The Hon'ble Vidyut Ombudsman, 3rd Floor, Plot No.38,
Sriramachandra Nagar, Vijayawada-08.**

The Secretary/Hon'ble APERC/Hyderabad-04.

The Stock file.