CONSUMER GRIEVANCES REDRESSALFORUM

SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED, TIRUPATI

On this the 11thday of October' 2023 C.G. No.25/2023-2024/Tirupati Circle

CHAIRPERSON

Sri. V. Srinivasa Anjaneya Murthy

Former Principal District Judge

Members Present

Sri. K. Ramamohan Rao

Member (Finance)

Sri. S.L. Anjani Kumar

Member (Technical)

Smt. G. Eswaramma

Member (Independent)

Between

Mr.F.Shajid Basha,7-15,Sampath Street, Karvetinagaram, Chittoor Dt.

Complainant

AND

1. Executive Engineer/O/Puttur

2. Dy. Executive Engineer/O/Karvetinagaram

Respondents

This complaint came up for final hearing before this forum through video conferencing on 11.10.2023 in the presence of the complainant and respondents and having considered the complaint and submissions of both the parties, this forum passed the following:

ORDER

1. The case of the complainant is that he is a resident of Karvetinagaram (V), that he is having two shop rooms and five rented houses constructed by him and obtained three electrical service connections and again he needs another two electric service connections for which he made applaictions, but the respondents did not release the connections.

S. Jumy

- 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.

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

CHAIRPERSON

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.