

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

This the 31st day of August 2012

C.G.No:140/2012-13/ Tirupati Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri. G.Venugopal Naidu
S/o Venkata Swamy Naidu and Others
Chavatapalli Village,
P.Kothakota Post., Puthalapattu Mandal,
Chittoor-Dist-517112

Complainants

And

1. Assistant Engineer/Operation/Puthalapattu
2. Assistant Divisional Engineer/Operation/Rurals/Chittoor
3. Divisional Engineer/Operation/Rurals/Chittoor
4. Superintending Engineer/Operation/Tirupati

Respondents

Sri. G.Venugopal Naidu, S/o Venkata Swamy Naidu and Others residents of Chavatapalli Village, P.Kothakota Post., Puthalapattu Mandal, Chittoor-Dist-517112 herein called the complainants, in their complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. On 03-08-2012, in the night, seven numbers transformers feeding their agriculture services were damaged by some un known culprits by break opening the tanks and steeling the winding wires.

{PAGE }

C.G.No:140/2012-13/Tirupati Circle

2. Since then, they are suffering for drinking water and their crops are getting dried up.
3. They met the ADE as the AE was on leave and also met the DE with written complaint on 07-08-2012 in this regard.
4. But the transformers are not replaced as on the date of complaint ie 14-08-2012.
5. Requested for replacement of the transformers and award compensation.

Notices were served upon the respondents duly enclosing a copy of complaint.

The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submissions dt:NIL received in this office on dt:29-08-2012 stated that

1. He extended supply to few consumers by erecting one number 25KVA transformer and extended supply from near by transformers for the remaining consumers.
2. The villagers in their letter Dt: 24-8-2012 expressed their satisfaction on the above.

Findings of the Forum:

1. The grievance of the complainants is about replacement of transformers damaged by unknown culprits and they requested for replacement of the transformers besides arranging compensation.
2. In accordance with the Guaranteed Standards of Performance and in the light of the directive number 16 of 2010-11 tariff order, the transformers undergone theft shall be replaced on par with the failed transformers and hence the said transformers should have been replaced by 6-8-2012 as the same were damaged on 3-8-2012, but here in this case the transformers

{PAGE }

were not replaced even by 14-8-2012 the date of complaint and were replaced on the complaint at the Forum only.

3. The respondents took action to restore supply to the complainants by extending supply through erection of one number 25 KVA transformer and tapping supply from the near by transformers and also the consumers in their letter dt: 24-8-2012 expressed their satisfaction on the remedial actions taken by the respondents and withdrawn their case.
4. The respondents took only temporary measures to restore supply to the needed and it is advisable to replace all the effected transformers at the earliest possible to avoid possible damage due to over loading of the neighbouring transformers from which the consumers were extended supply on temporary basis.
5. Though there was a deficiency of service on the part of the respondents by delaying restoration of supply to the consumers, compensation as requested by the complainants earlier is not awarded as they came forward to withdraw their case against the respondents duly satisfying with the services rendered by.

In view of the above, the Forum passed the following order.

ORDER

The respondents are directed to

1. Replace all the transformers that were effected by the miscreants not later by 30-9-2012 and restore normalcy.

Accordingly the case is allowed and disposed off

{PAGE }

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 31st day of August 2012.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

To
The Complainant
The Respondents
Copy submitted to the Honourable Ombudsman, APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

{PAGE }

Filename: Order.140
Directory: E:\CGRF Cases\Cases 2012-13\Tirupati\TPT 140
Template: C:\Documents and Settings\Administrator\Application
Data\Microsoft\Templates\Normal.dot
Title:
Subject:
Author: CGRF
Keywords:
Comments:
Creation Date: 17/08/12 10:14:00 AM
Change Number: 538
Last Saved On: 01/09/12 4:22:00 PM
Last Saved By: CGRF
Total Editing Time: 222 Minutes
Last Printed On: 23/11/13 5:48:00 PM
As of Last Complete Printing
Number of Pages: 4
Number of Words: 714 (approx.)
Number of Characters: 4,075 (approx.)