

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

This the 16th day of November 2012

C.G.No:156/2012-13/Ongole 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. Allu Venkateswara Reddy
C/o Venkata Reddy and 6 Others,
Peddaraveedu Village, Post & Mandal,
Prakasam-Dist-523320.

Complainant

And

1. Assistant Engineer/Operation/Peddaraveedu
2. Assistant Divisional Engineer/Operation/Markapuram
3. Divisional Engineer/Operation/Markapuram
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. Allu Venkateswara Reddy, C/o Venkata Reddy and 6 Others resident of Peddaraveedu Village, Post & Mandal, Prakasam-Dist-523320. herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. They are agl. consumers of Peddaraveedu Village & Mandal of Prakasam-Dist.
2. Three numbers dist. transformers feeding their above services were stolen away by some unknown persons.

3. The matter was reported to the local police authorities and the copy of FIR was handed over to the AE, Electrical concerned, but the AE or ADE did not take any action so far.
4. There is no reply from the officers many times the farmers requested for replacement of the transformers and their crops are getting dried up.
5. Requested for erection of transformers in place of the stolen ones.
6. The power supply for agl. services is not given even for four hrs in a day at a stretch against the promised duration of seven hours and the timings are not specific, because of which the farmers are in dilemma to prepare their schedules.
7. Requested for maintain timings of supply.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Peddaraveedu in his written submission dt:22-9-2012 received in this office on dt:08-11-2012 stated that:

1. It is true that 3 numbers 25 KVA transformers under SS-23, 24 and 50 of Peddaraveedu village were stolen away
2. An estimate was sanctioned under T&D improvements vide sanction number T-2012-03-02-21-02-013 and the material were drawn and erected.

Findings of the Forum:

1. The grievance of the complainants is that 3 numbers distribution transformers of 25KVA capacity each were stolen away by unknown and the same are not replaced even as on the date of the complaint i.e. 11-09-2012.

2. The complainants did not mention the date of theft and the respondents also are silent in that aspect, but reported that the said 3 numbers transformers were replaced.
3. The date of replacement was also not mentioned by the respondents, but it is done only after the complaint made in the Forum on 11-09-2012.
4. In accordance with the Guaranteed Standards of the Performance, and the directive number 16 of the tariff order for 2010-11, any distribution transformer under gone theft is to be replaced within 24 hrs in town areas and within 48 hrs in rural areas on par with the failed transformers and it is enough that the consumer brings the matter to the notice of the officials. If the respondents fail to comply with the above, they are liable to compensate the complainants @ Rs 50/- to each consumer effected.
5. Here in this case there is a delay in replacement of the DTRs and the respondents shall compensate the 7 numbers complainants @ Rs 50/- to each and the total amount is Rs. 350/-.

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

ORDER

The respondents are direct that

1. They shall remit the amount of compensation Rs 50/- to each of the seven numbers complainants services, within 15 days from the date of this order
2. Report compliance on the item-1 above order within 21 days from the date of this order.

The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with the item-1 of the order above.

Accordingly the case is allowed and disposed off

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 16th day of November 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.