

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

This the 2nd day of November 2012

C.G.No:181/2012-13/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. Tappetla Subba Rao
C/o Ramanaiah & Others
Yellampalli Village & Post,
Tripurantakam Mandalam,
Prakasam-Dist.

Complainant

and

1. Assistant Engineer/Operation/Tripuranthakam/Prakasam
2. Assistant Divisional Engineer/Operation/ Y.Palem/ Prakasam
3. Divisional Engineer/Operation/Markapur
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. Tappetla Subba Rao, C/o Ramanaiah & Others resident of Yellampalli Village & Post, Tripurantakam Mandalam, Prakasam-Dist herein called the complainants, in their 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 have stated that

1. They are agl. consumers of Yellampalli Village of Tripurantakam mandal in Prakasam-Dist.
2. The transformer feeding their agl. services having 25KVA capacity was stolen away by some unknown miscreants on 24-06-2012.
3. Requested for providing a new transformer in place of the stolen.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Tripuranthakam/ Prakasam in his written submission dt:26-10-2012 received in this office on dt:31-10-2012 stated that:

1. He had provided a new transformer of 25KVA capacity with serial number 040104 on the structure SS-6 at Srinivasa Nagar of Yellampalli on 11-10-2012 and thus the grievance is resolved.

Findings of the Forum:

1. The grievance of the complainants is that the transformer 25 KVA capacity feeding their agl services was stolen away on 24-06-2012 by unknown and is not replaced as on the date of the complaint i.e. 12-09-2012.
2. In accordance with Guaranteed Standards of Performance failed transformer is to be replaced within 24 hrs in town areas and 48hrs in Rural areas.
3. In accordance with the directive number:16 issued by APERC under Annexure-A of Tariff Order for the year 2010-11, it is the responsibility of the licensee to replace the transformers undergone theft on par with the failed transformers.
4. Here in this case also the respondents should have erected a new transformer in place of the stolen one within 48 hrs upon receipt of the information from the complainants/consumers.
5. The theft of transformer was noticed on 24-06-2012 and hence should have been replace by 26-06-2012 where as it was not done so and hence the respondents are liable to compensate the complainants @ Rs 50/- to each consumer effected.

6. Here there are 3 numbers complainants for which the respondents are liable to pay Rs 50/- to each consumer and the amount of compensation is to be remitted to the account of the consumers service.

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

ORDER

The respondents are directed that

1. They shall remit the amount of Rs 50/- to each of the 3 consumers services within 15 days from the date of this order.
2. They shall report compliance on the item-1 above of the 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 2nd 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.