

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

**This the 2<sup>nd</sup> day of November 2012**

**C.G.No:182/2012-13/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. Avula Venkata Narayana  
C/o Ramalingaiah, & Others  
Kothamudivemula Post & Mandal  
Prakasam-Dist.

Complainant

*and*

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

Respondents

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Sri. Avula Venkata Narayana, C/o Ramalingaiah, & Others resident of Kothamudivemula Post & Mandal, 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 Kothamudivemula Post & Mandal in Prakasam-Dist..
2. The transformer feeding their agl. services having 25KVA capacity was stolen away by some unknown miscreants about 5 months back and

they have reported the matter in the Tripuranthakam Police Station besides informing the AE/Operation and ADE/Operation.

3. The above officers are passing the time with silly reasons that they have appraised the matter to their higher authorities, but not taken any fruitful action because of which their chilies and cotton crops dried up.
4. 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-Dist 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 857 on the structure SS-4 at Muduvemala on 12-10-2012 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 about 5 months back 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 about 5 months back and hence should have been replaced within 48 hrs 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 4 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 4 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

