

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

**This the 21<sup>st</sup> day of December 2012**

**C.G.No:238/2012-13/Guntur 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. Kallam Sambhi Reddy  
C/o Mukkanti Reddy  
Nutakki Village,  
Kothapalem Village & Post,  
Mangalagiri Mandal,  
Guntur-Dist

Complainant

***And***

1. Assistant Engineer/Operation/Rurals/Mangalagiri
2. Assistant Divisional Engineer/Operation/ Mangalagiri
3. Divisional Engineer/Operation/Town-2/Guntur
4. Superintending Engineer/Operation/Guntur

Respondents

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Sri Kallam Sambhi Reddy, C/o Mukkanti Reddy resident of Nutakki Village, Kothapalem Village & Post, Mangalagiri Mandal, Guntur-Dist herein called the complainant, in his complaint dt:16-11-2012 filed in the Forum on dt:16-11-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is one among the other agl. consumers fed from SS-5 of Nutakki village of Mangalagiri Mandal in Guntur-Dist.

2. There are about 50 such services on the above transformer resulting in low voltage and finally burning of agl. motors at the tail end and crop failure.
3. Earlier one transformer was erected in addition to the existing one near the fields of one Bhimi Reddy Jayabharath Reddy, but the same was stolen away by unknown thieves and was not replaced so far.
4. A plinth was constructed and line erected duly laying poles for erection of one more transformer near Kothapalem Burrial Ground, but the transformer was not erected.
5. The agl services towards Revendrapadu road from the SS-5 transformer are about 2 KM away due to which the motors are not running properly.
6. Requested for erection of transformers at the above places and resolve the problem of low voltage.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Rurals/Mangalagiri in his written submission dt:05-12-2012, received in this office on dt:15-12-2012 stated that:**

1. The consumer's pertaining to Kothapalem village Hemlet of Nutakki village which comes under the jurisdiction of Rural Mangalagiri section has represented regarding low voltage problem and facing frequent section fuses blows problem.
2. Further they have requested to rectify the problem. Soon after this the their AAE/O has inspected the effected area which is under the LT network of Nutakki village and found that the DTR was over loaded.

3. To rectify the low voltage problem 02 nos 25 KVA DTRs were proposed to give load relief to SS-5 Nutakki village under T&D improvement works.
4. The same was submitted to higher authorities vide letter dt:13-10-12 under WBS element No: T-2011-02-06-11-03-001. The estimate was not sanctioned so far.
5. The transformer situated in the fields of Jaibarath Reddy, S/o Pitichi Reddy SS-103 and the DTR situated in the fields of Sri. Annapureddy. Pitchi Reddy, S/o Satyanarayana Reddy were got theft on 20-01-2011.
6. The complaint was lodged at the SHO, Rural PS Mangalagiri under vide letter Dt:21-01-2012.
7. But the addressed officer has refused to give the FIR as well as acknowledgment of receipt of concerned letter. Due to lack of FIR copy or acknowledgement of complaint, the estimate was not prepared.

**Findings of the Forum:**

1. The grievance of the complainant is that he along with some other agl. consumers are suffering with low voltage due to non replacement of distribution transformer stolen away by some unknown and also non erection of transformers though the relevant lines were erected and plinths constructed.
2. The respondent-1 i.e. the AE/Opn/Rural/ Mangalagiri in his reply stated that
  - a. He had inspected the said area the LT network and found that the DTR is over loaded.
  - b. To rectify the low voltage problem, two numbers 25 KVA DTRs were proposed to give load relief to SS-5 Nutakki under T&D

- improvements works and the same was submitted to his higher authorities on 13-10-2012 and the sanction is awaited.
- c. The transformers situated in the fields of Jayabharath Reddy and also Pichi Reddy were under gone theft on 20-01-2011.
  - d. A complaint was lodged with the SHO, PS rural, Mangalagiri on 21-01-2012, but the police authorities refused to give the FIR copy as well as the acknowledgment for the letter.
  - e. The estimate was not prepared due to lack of FIR copy.
3. In accordance with the Guaranteed Standards of the Performance and the directive No.16 of tariff order 2010-11, the transformers under gone theft are to be replaced within 48 hrs in rural areas immediately after getting information from the concerned field staff or the consumer.
  4. Also low voltage problem is to be resolved within 120 days from the date of the complaint where there is involvement of upgradation of distribution system.
  5. Here in this case the transformer was under gone theft on 20-01-2011 and hence is supposed to be replaced by 21-01-2011, but it was not done so far. The reason explained by the respondent that the police authorities not accepted their complaint on the said theft of transformers is not of excuse and he shall with the knowledge of higher authorities get the case registered.
  6. The respondent reported that the transformer was stolen on 20-01-2011 where as the complaint was made on 21-01-2012 i.e. exactly after expiry of one year period may be the reason for the police authorities rejecting their complaint.

7. Hence there is deficiency of service on the part of the respondents in replacement of distribution transformers for which the complainants are to be compensated by the respondent with Rs.100/-.
8. The respondent reported that the estimate sanction is awaited for improvement of voltages. Since the complaint was made on 16-11-2012, the respondents are liable to resolve the problem of low voltage within in 120 days i.e. by 15-03-2013.

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

**ORDER**

The respondents are directed that they

1. Shall remit the amount of Rs.100/- to the complainant service within 15 days from the date of this order.
2. Shall report compliance within 21 days on the item-1 above of the order from the date of the order.
3. Shall resolve the problem of low voltage not later by 15-03-2013. If not done so, the respondents are liable to compensate the complainant @ Rs.100/- for each day of delay counted from 15-03-2013 to the date of its resolution.
4. Shall remit to the consumers service the amount equal to the multiplication of the number of days with Rs.100/- for the days of delay as arrived above within 15 days on its completion and report compliance to the Forum in the matter in further 7 days.

The complainant is advised that he may report the Forum n case the respondents fail to comply with the items 2,3 and 4 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 21<sup>st</sup> day of December 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.