

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

**This the 17<sup>th</sup> day of January 2013**

**C.G.No:258/2012-13/Nellore Circle**

***Present***

***Sri K. Paul***  
***Sri A.Venugopal***  
***Sri T.Rajeswara Rao***  
***(Vacant)***

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

***Between***

Sri E.Subbarayalu  
C/o Naraiah  
Kayyuru Village,  
Yachavaram Post,  
Balayapalli Mandal,  
Nellore-Dist-524404.

Complainant

***And***

1. Assistant Engineer/Operation/Balayapalli
2. Assistant Divisional Engineer/Operation/Venkatagiri
3. Divisional Engineer/Transformers/Nellore
4. Divisional Engineer/Operation/Naidupeta
5. Superintending Engineer/Operation/Nellore

Respondents

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Sri E.Subbarayalu, C/o Naraiah resident of Kayyuru Village, Yachavaram Post, Balayapalli Mandal, Nellore-Dist-524404 herein called the complainant, in his complaint dt:01-12-2012 filed in the Forum on dt:01-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. The transformer feeding their agl. services at Yachavaram under SS-XIII was burnt and requested for early replacement of it.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Balayapalli in his written submission dt:02-01-2013 received in this office on dt:10-01-2013 stated that:**

1. The failed DTR of 25 KVA capacity was replaced on 17-12-2012

**Findings of the Forum:**

1. The grievance of the complainant is that the transformer feeding their agl. services was failed, but they did not mention the date of its failure, but however made a complaint in the Forum on 01-12-2012 in the presence of the respondents requesting to its replacement.
2. The respondents reported that they have replaced the transformer on 17-12-2012.
3. There is a delay in replacement of the transformer even after making the complaint in the Forum in the presence of the respondents and the delay is 17 days as against two days specified in the Guaranteed Standards of Performance and hence the net delay is 15 days.
4. The respondents are liable to compensate the complainants @ Rs.50/- to each consumer effected.
5. Here in this case the consumers effected were 5 numbers and hence the compensation payable is Rs.50/- for the five numbers consumers and the total amount is Rs.250/-.

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

**ORDER**

The respondents are directed that

1. They shall remit the total amount of Rs.250/- to the complainants services with in 15 days from the date of this order

2. Report compliance on the item 1 above of the order within 21 days from the date of this order.

The complainant is advised that they may report the matter to the Forum in case the respondents failed 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 17<sup>th</sup> day of January 2013.

Sd/-  
**Member (Legal)**

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.