

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

This the 15th day of February 2013

C.G.No:281/2012-13/ Tirupati Circle

Present

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

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

Between

Sri. K.Krishna Reddy
Guduyanampalli Village & Post
Penumuru Mandal
Chittoor-Dist

Complainant

And

1. Assistant Engineer/Operation/Penumuru
2. Assistant Divisional Engineer/Operation/Rurals-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor
4. Superintending Engineer/Operation/Tirupati

Respondents

Sri. K.Krishna Reddy resident of Guduyanampalli Village & Post, Penumuru Mandal Chittoor-Dist herein called the complainant, in his complaint dt: 17-12-2012 filed in the Forum on dt: 17-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an agl. consumer with SCNo: 845 for a load of 10HP at Gudiyampalli village of Penumuru mandal in Chittoor-Dist.
2. The transformer feeding the agl. services of himself along with two others was undergone theft in the night of 10/12/2012 duly throwing it on the floor.

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3. He noticed the matter on 11-12-2012 while attending to switching on the motor and took the matter to the local AE and also to the notice of the S.I in writing, but the transformer is not replaced even on the date of his complaint i.e. 17-12-2012 and his crops are getting dried up.
4. Requested for early replacement of the DTR.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Penumuru, in his written submission dt:04-02-2013 received in this office on dt:06-02-13 stated that:

1. The above theft distribution transformer was replaced in the above location.
2. The complaint may please be dropped.

Findings of the Forum:

1. The grievance of the complainant is that the transformer feeding his agl service was undergone theft about one week back and was not replaced though the matter taken to the notice of the AE and the S.I concerned immediately and requested for its early replacement.
2. In accordance with the Guaranteed Standards of Performance and the directive number: 16 communicated by the Honourable APERC along with its tariff order for the year 2010-11, Transformers undergone theft shall be replaced on par with the failed transformers and the information given by the consumer to the licensee's representative is enough for its process.
3. The location being rural area, the DTR shall be replaced within 48 hrs of its notice by the respondents and herein this case the matter was known

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to the respondents on 11-12-2012 and hence the DTR is to be replaced by 13-12-2012, but even by 17-12-2012 the DTR was not replaced and hence its constitutes deficiency of service for which the complainant is to be compensated.

4. The amount of compensation is Rs.100/- and is to be remitted to the complainants service.

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 complainants service within 15 days from the date of this order.
2. Shall report compliance on the item-1 above within 21 days from the date of this order.

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 the 15th day of February 2013.

Sd/-
Member (Legal)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

To
The Complainant
The Respondents

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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.

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