

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

**This the 28<sup>th</sup> day of September 2012**

**C.G.No: 03/2012-13 / Kadapa 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 S.Rama Muni Reddy  
S/o S.Narayana Reddy  
DNo: 2/2B., Kapu Street  
Vempalli (Village, Post and Mandal)  
Y.S.R.Dist

Complainant

*And*

1. Assistant Engineer/Operation/Vempalli  
2. Assistant Divisional Engineer/Operation/Vempalli  
3. Divisional Engineer/Operation/Pulivendala  
4. Superintending Engineer/Operation/Kadapa

Respondents

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Sri. S.Rama Muni Reddy, S/o S.Narayana Reddy resident of DNo: 2/2B., Kapu Street, Vempalli Village, Post and Mandal, Y.S.R.Dist, herein called the complainant, in his complaint dt:4-4-2012 filed in the Forum on dt:4-4-2012 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 agriculture consumer with SC.No.3132 at Vempalli of Kadapa district and is fed from a 63 KVA transformer along with few other services.

2. Separate transformers were erected for all the other consumers in the year 2007 during execution of HVDS under the above transformer excepting to his service.
3. He did not care the matter till 2012 and reported the issue to the ADE/Operation /Vempalli on 10-01-2012 through his letter.
4. In the recent, he started cultivating his fields and utilizing water from the neighbor's bore well who are raising objections now.
5. He is paying the CC Charges regularly and there are no dues against the said service.
6. Requested for erection of transformer to his service to save his crops.

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

**The respondent-2 i.e. Assistant Divisional Engineer/Operation/Vempalli in his written submission dt:21-09-2012 received in this office on dt:24-09-2012 while enclosing a copy of the letter of satisfaction given by the complainant stated that:**

1. A separate 16 KVA transformer was erected to the complainant's agriculture service No.3132 of Vempalli on 09-09-2012 and the consumer is enjoying supply.

**Findings of the Forum:**

1. The grievance of the complainant is that his agriculture service only was not provided with electricity supply during the execution of HVDS in the year 2007 and removing the mother transformer of 63 KVA capacity, though he is paying the CC charges regularly.
2. The complainant kept silent for about 5 years and represented the matter to the ADE/Operation/Vempalli on 10-01-2012 as claimed by him, but there is no proof to that effect and he produced only a copy of the said letter.

3. On 18-01-2012, the ADE/Operation/Vempalli, the respondent-2 in this case, addressed the ADE/Construction /Pulivendula seeking clarification and confirmation on the issue of non-erection of transformer for the said agl.service.no.3132 of the complainant but there was no further correspondence.
0. Finally the complainant approached the Forum on 04-04-2012 and represented the matter for resolution based on which notices were served upon the respondents.
0. The respondents reported that the said agl service was provided with erection of one number 16 KVA transformer on 09-09-2012 and thus the grievance is resolved.
0. The consumer also expressed his satisfaction on the issue in his letter dated 21-09-2012 and requested for withdrawl of the complaint.
7. Though there is a clear delay in erection of the transformer for a period of about 8 months, as against the allowed period of 48 hours, the issue is taken lenient in view of the complainant's expression that he is withdrawing the said complaint and hence compensation is not levied upon.

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

**ORDER**

The respondents are directed that they shall be very cautious and make up a list of the live services under the mother transformer along with the relevant sketch in future before taking up such HVDS works or modifications in future and see that no live service is left without power.

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 this the 28<sup>th</sup> day of September 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.