

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

This the 7th day of September 2012

C.G.No:30/2012-13/KadapaCircle

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 Thunga Subbarayudu,
C/o Venkata Subbaiah,
DNo: 7/2., C.Kandulavaripalli Village,
T.C.Palli (Post)., Chitvel (Mandal),
Kadapa-Dist-516104

Complainant

And

1. Assistant Engineer/Operation/Chitvel
2. Assistant Divisional Engineer/Operation/Kodur
3. Divisional Engineer/Operation/Rajampeta

Respondents

Sri Thunga Subbarayudu, C/o Venkata Subbaiah resident of DNo: 7/2., C.Kandulavaripalli Village, T.C.Palli (Post)., Chitvel (Mandal), Kadapa-Dist-516104 herein called the complainant, in his complaint dt:24-4-2012 filed in the Forum on dt:24-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is agl. consumers of C.Kandulavaripalle village of Chitvel mandal in Kadapa-Dist.
2. The transformers HG.fuses are not replaced by the department people in time and hence they are forced to approach local electrician and pay Rs 200/- each time for the job.

3. In case of replacement of failure transformers also they were demanded Rs 200/- at the transformers centre for the issue of the healthy transformers.

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

The respondent-1 i.e. Assistant Engineer/Operation/Chitvel in his written submission dt:08-5-2012 received in this office on dt:3-8-2012 stated that:

1. The contents of the complainant are false as he is renewing the HG fuses of the DTRs through his departmental staff only whenever there was a failure informed by the consumers concerned.

Findings of the Forum:

1. The grievance of the complainant comprises of two items out of which the first is that the HG fuses of distribution transformers feeding their agl. services are not renewed intime by the department staff and hence they are forced to depend upon the services of private electricians by paying Rs 200/- each time and the second item of the grievance is that they are demanded Rs 200/- for replacement of failed distribution transformers.
2. The complainant did not mention any specific instance of such allegation made by him and is in general without any evidence and hence is not maintainable.
3. The respondents reported that all the times when there is a report of failure of HG fuses from the consumers the same are being attended by the departmental staff only.
4. The second item of the complainant is demanding money for replacement of failed distribution transforms which is left unanswered.
5. In absence of any particular instance and proof of deviation to the Standards Of Performance, the Forum did not find any deficiency of service on the part of the respondents, but however the Forum feels that there shall be a record of

complaints/ fuse off calls receipts and disposals at the section office level and the AE/AAE shall be made himself available to the consumers over phone by giving wide publicity of his contact number and avoid attendance of complaints by unauthorized private people the in the interest of the safety of the equipment as well as lives .

6. Hence the complaint is totally set aside.

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

ORDER

The respondents are directed to

1. Be made available themselves to the consumers over their phones, receive complaints and dispose in time in accordance with the Guaranteed Standards of Performance and maintain a record to that effect.

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 this the 7th 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.