

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

**This the 27<sup>th</sup> day of August 2012**

**C.G.No:77/2012-13/ Tirupati 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. P.Gopal Naidu  
S/o P.Sankar Naidu,  
Nainampalli (Village),  
Valilthota (post,  
Puthalapattu (Mandal),  
Chittoor-Dist-517127

Complainants

*And*

1. Assistant Engineer/Operation/Puthalapattu  
2. Assistant Divisional Engineer/Operation/Rurals-II/Chittoor  
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

\*\*\*

Sri. P.Gopal Naidu, S/o P.Sankar Naidu, resident of Nainampalli (Village), Valilthota (post), Puthalapattu (Mandal), Chittoor-Dist-517127 herein called the complainants, in his complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. The transformer situated besides the elementary school blasted once and flames were spread all around and was finally put off with the help of a fire engine.

2. Requested for shifting of the above transformer far from the school in the interest of the school children.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submissions dt:18-6-2012 received in this office on dt:23-08-2012 stated that**

1. He inspected the location of the transformer and advised the complainants to pay the necessary charges towards shifting of the DTR from the existing location.
2. But none is willing to pay the charges towards shifting.

**Findings of the Forum:**

1. The grievance of the complainant is about shifting of DTR which is very closely situated to the elementary school in interest of safety of the school going children.
2. The item is not a specified of the Guaranteed Standards of Performance, but however in the interest of safety of the school going children the respondents were given notices to reply upon.
3. The respondents inturn mentioned that the said work of shifting the transformer cannot be done unless otherwise some local agencies or the complainants bare the cost of the estimate towards shifting.
4. The contention of the respondents is acceptable in general, but however if there is any possibility of shifting the transformer with the efforts of the department in view of the alarming reasons mentioned by the complainants, they may fulfill the genuine request.

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

**ORDER**

The complainant is advised to appraise the situation to the school management and see that the funds are mobilized from the education department for the said shifting of transformer in the interest of the safety and welfare of the school children.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyt 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 27<sup>th</sup> day of August 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.