

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

This the 12th day of October 2012

C.G.No:83/2012-13/ 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. K.Kuppaswamy Naidu
C/o Bangaru Naidu
Samanatham Village,
Puthalapattu Post & Mandal,
Chittoor-Dist

Complainants

And

1. Assistant Accounts Officer/ERO/Town/Chittoor
2. Assistant Engineer/Operation/Puthalapattu
3. Assistant Divisional Engineer/Operation/Rurals-II/Chittoor
4. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. K.Kuppaswamy Naidu, C/o Bangaru Naidu resident of Samanatham Village, Puthalapattu Post & Mandal, Chittoor-Dist 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. He is an ag. Consumer with SCNo: 1793 at Samanatham village of Puthalapattu mandal in Chittoor-Dist.
2. The transformer feeding is above service was damaged by some unknown miscreants and the material was stolen away and the transformer is not yet replaced.

3. He is having one domestic service with SCNo: 691 and requested for linking up of his above agl service to his domestic service.

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 had inspected the location and arranged alternative supply to the consumer and is awaiting for allotment of distribution transformer for erection in place of the damaged one.
2. With regards to the linking up of the agl. service to the domestic service, the data was submitted to the AAO/ERO/Chittoor for taking further necessary action.

Findings of the Forum:

1. The grievance of the complainant comprises two items out of which the first one being erection of a healthy transformer in place of that damaged by unknown miscreants and the second one being linking up of his agl service with his domestic service.
2. The respondent-1 in his reply stated that he had arranged alternative supply to the said consumer to avoid inconvenience to the complainant as a temporary measure and he is awaiting for allotment for replacement of the transformer.
3. As such since the consumer is availing supply from a near by transformer he is not put to any loss on account of the non availability of the transformer and hence the provisions of Guaranteed Standards of

Performance may not apply in this case, but however it is the responsibility of the respondents to erect a transformer in place of the stolen one to avoid damage to the neighbouring transformers.

4. Regarding linking up of the agl. service bill to the domestic service, it is not mandatory on the part of the respondents, but for their convenience only the licensee had introduced the procedure of linking up the services of agl. to the domestic.
5. However the respondents have initiated action for linking up of services as requested by the complainant, but the only thing is the respondents have to go through the documents and facts in detail before effecting the said linking.

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

ORDER

The respondents are directed that

1. They shall erect the transformer in place of the damaged one not later by 31-10-2012 and report compliance by 7-11-2012. In case the respondents fail to comply with the above they are liable to compensate the complainant by remitting an amount of Rs 100/- to the complainants service.
2. They shall link up the said agricultural service of the complainant to his domestic service as per his claim duly verifying the records for the convenience of both the complainant as well as the licensee.

3. The complainant is advised that he may report the matter to the Forum in case of non compliance by the respondents to the item-1 and 2 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 12th day of October 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.