

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

This the 24th day of August 2012

C.G.No:88/2012-13/ 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. D.Lakshmi Narayana
S/o Venkatadri Naidu,
Muddulaiahgaripalli (Village),
Baitapalli (Post),
Puthalapattu (Mandal),
Chittoor-Dist

Complainants

And

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

Respondents

Sri. D.Lakshmi Narayana, S/o Venkatadri Naidu, resident of muddulaiahgaripalli (Village), Baitapalli (Post), Puthalapattu (Mandal), Chittoor-Dist herein called the complainant, 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. There is no AB switch to the transformer feeding their agl services and also the 11KV line needs repairs.

2. The matter was taken to the notice of the AE and the line man several times, but they did not take any action for the rectification though the necessary spares were brought by him at his own cost.
3. He is sustaining loss because of burning of motors at least twice in a month and the farmers are suffering a lot for getting the motors repaired requested for rectification of the line and the AB switch.

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 and replaced the AB switch contacts on 25-5-2012 for the DTR at Maddilayyagari palli.

Findings of the Forum:

1. The grievance of the complainant is about non rectification of the DTR AB switch though represented several times to the concerned AE resulted in burning of the AGL motors of the consumers under the transformer.
2. The said item is not a part of the Guaranteed Standards of Performance, but however causes frequent interruptions to the consumers resulting in damage to the motors at times due to absence of one of the phases.
3. Notices were served to the respondents and the respondents inturn took action and replaced the AB switch contacts and thus rectified on 25-5-2012.
4. Though the complainant mentioned that the matter was reported several times to the AE concerned, there is no proof to that effect, but however it is understood that the problem is realistic, but was not cared for.
5. The complaint was made on 23-5-2012 and the respondents rectified the defect immediately within 2 days of the complaint.

6. AS such Forum feels that there is no deficiency of service on the part of the respondents and hence no compensation is allowed

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

ORDER

The respondents are directed to

1. Periodically inspect the structures of transformers for their healthiness and take action to rectify the defects if any noticed there upon to avoid equipment loss besides winning the confidence of the consumers.

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 24th 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.

Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.