

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:94/2012-13/ 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. G.Kumara Swamy Naidu
S/o PeddaVenkatappa Naidu
Venkatappanayunivuru Village
Puthalapattu (Post & 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. G.Kumara Swamy Naidu, S/o Pedda Venkatappa Naidu resident of Venkatappanayunivuru 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 agl. consumer at Venkatappanayunivuru of Putalapattu mandal in Chittoor-Dist and the transformer feeding his service failed was not replaced even for one month though the matter was informed to the AE and the line man.

{PAGE }

C.G.No:94/2012-13/Tirupati Circle

2. The transformer was fixed, but the connection were not given resulting in damage of crops.
3. He paid Rs 400/- towards replacement of the failed transformer.
4. Also the line adjacent to his house is at very low level and temporarily raised with the help of wooden supports.

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 the failed DTR was replaced with healthy one on 22-5-2012.

Findings of the Forum:

1. The grievance of the complainant is about delay in replacement of failed transformer for their agl. service and also the low lying line besides his house.
2. Though the complainant mentioned that he paid Rs 400/- towards replacement of the transformer, there is no proof to that effect.
3. The transformer was failed on 17-4-2012 and was replaced on 22-5-2012 as reported by the respondents during adalath at Putalapattu on 23-5-2012, but it is not understood how the complaint came up when the transformer was already replaced one day before the complaint.
4. However there was a clear delay of 27 days in replacement of failed transformer for which the respondents are liable to compensate the complainant with Rs 100/- remittance.

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

ORDER

The respondents are directed

1. To remit the amount of Rs 100/- to the complainants service within 15 days from the date of this order.
2. Report compliance within 21 days from the date of this order.

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.

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