

**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:98/2012-13/ 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. Munikrishnaiah  
S/o Veera Swamy  
Vepanapalli (Village),  
Thenepalli (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

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Sri. D. Munikrishnaiah, S/o Veera Swamy resident of Vepanapalli (Village), Thenepalli (Post), Puthalapattu (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. One number single phase transformer that Vepanapalli village was burnt about 4 years back and is not replaced so far, though represented the matter several times.
2. The same was put forth even before the regulatory commission.

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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 found that the said transformer of 10 KVA capacity single phase was completely damaged long back.
2. During electrification of 24 hrs supply to the village two numbers new single phase 15 KVA DTRs were erected in the village and the consumer utilizing supply from one of the existing 15KVA DTRs and the voltages are adequate.

**Findings of the Forum:**

1. The grievance of the complainant is that a DTR that was burnt about 4 years long back was not replaced though represented several times, but he did not mention any suffering because of the non replacement.
2. The respondent-1 i.e. the AE/Opn/Puthalapattu while accepting that one number single phase 10KVA transformer was damaged completely long back in the village stated that two numbers new single phase 15KVA transformers were erected during execution of 24 hrs supply works and also the consumer is availing supply from the new transformers without any problem of voltage.
3. Since the consumer was provided with supply at rated voltages by erecting two numbers transformers for the purpose, the contention of the complainant that the transformer was not replaced even after a considerable period is not maintainable and hence kept aside.

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4. As such there is no deficiency of service on the part of the respondents.

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

**ORDER**

“No separate order need to be issued”.

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, 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.

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Filename: Order.98  
Directory: E:\CGRF Cases\Cases 2012-13\Tirupati\TPT 98  
Template: C:\Documents and Settings\Administrator\Application  
Data\Microsoft\Templates\Normal.dot  
Title:  
Subject:  
Author: CGRF  
Keywords:  
Comments:  
Creation Date: 17/08/12 10:14:00 AM  
Change Number: 389  
Last Saved On: 27/08/12 5:00:00 PM  
Last Saved By: CGRF  
Total Editing Time: 147 Minutes  
Last Printed On: 23/11/13 5:43:00 PM  
As of Last Complete Printing  
Number of Pages: 3  
Number of Words: 550 (approx.)  
Number of Characters: 3,139 (approx.)