

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

On this, the 25th day of July 2013

In C.G.No: 105/ 2013-14/ Ongole Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Satish Kumar

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri.Ch.Venkata Reddy and Others
Kandulapuram Village & Post,
Cumbum Mandal,
Prakasam-Dist-523240

Complainants

And

1. Assistant Engineer/Operation/ Cumbum
3. Assistant Divisional Engineer/Operation/ Cumbum
4. Divisional Engineer/Operation/Markapuram
5. Superintending Engineer/Operation/Ongole

Respondents

Sri.Ch.Venkata Reddy and Others, Kandulapuram Village & Post, Cumbum mandal, Prakasam-Dist-523240, herein called the complainants, in their complaint dt: 26-06-2013 filed in the Forum on dt: 26-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 have stated that

1. The transformer feeding their agriculture service has become sick for the past few months due to lack of oil inside.
2. The matter was taken to the notice of the Line man Musalaiah and the ALM Ramakrishna of Kandulapuram several times who not at all cared and finally on 21-06-2013, when threatened that the matter will

be taken to the notice of the higher authorities, they asked the complainants to do what ever they want to .

3. Requested to resolve the problem.

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

The respondent-1, i.e. the Assistant Engineer/ Operation/ Cumbum in his written submissions dt: 03-07- 2013, received in this office on 05-07-2013 stated that:

1. The said transformer is of 100 KVA capacity at SS-3 of Kandulapuram.
2. The transformer was rectified by filling the oil.
3. The consumers also have expressed their satisfaction through their letter

Findings of the Forum

1. The grievance of the complainant is that the transformer feeding their agl. services was fell sick due to lack of oil and the local staff did not care their request for topping of oil to make it good even under the threat that the matter will be taken to the notice of the higher authorities and requested to resolve the problem at the earliest.
2. The respondent-1 i.e. the AE/Opn/Cumbum replied that the said transformer is of 100 KVA capacity located it SS-3 Kandulapuram and the problem has been rectified by topping up of oil into the transformer and the consumers also have expressed their satisfaction to their letter dt:01-07-2013.
3. The complaint was made in the Forum on 26-06-2013 and was rectified by 01-07-2013 i.e. within 5 days of the complaint.

4. Neither the complainant nor the respondents have mentioned whether the said transformer is in or out of service.
5. As such it is felt that the transformer was still in service with low oil level feeding the loads of the complainants.
6. It is the responsibility of the licensee's crew to check up the healthiness of the transformers by conducting periodical field inspections and rectify the minor faults if any then and there itself to maintain uninterrupted supply to the consumers. But in this case even when the consumers appraised the situation to the staff they did not care to rectify the equipment.
7. However it is felt by the Forum that there is no suffering of the consumers on account of the transformer and hence there is no deficiency of services on the part of the respondents.
8. The complainants should have atleast brought the matter to the notice of the concerned AE, but their approach was limited to the local O&M staff only which caused the delay.
9. It is unfair on the part of the O&M staff for not taking care of the healthiness of the equipment even when intimated by the consumers.

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

ORDER

The respondents are directed that they shall maintain the equipment intact by conducting periodically inspections and rectifying the defects if any noticed then and there itself so as to maintain interruption free supply on account of equipment problems in future.

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 the 25th day of July 2013.

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.