

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

On this, the 25th day of June 2014

In C.G.No: 206/ 2013-14/ Tirupati 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. K.Rajendra Reddy, President.
Rashtriya Raithu Seva Samithi,
Yerramittapalli - village
P.Kothakota – Post
Penumuru Mandal
Chittoor-Dist- 517112

Complainant

and

1. Assistant Engineer/Operation/Penumuru
2. Assistant Divisional Engineer/Operation/Rurals-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor
4. Superintending Engineer/Operation/Tirupati

Respondents

* * *

Sri. K.Rajendra Reddy, Rashtriya Raithu Seva Samithi resident of Yerramittapalli – village, P.Kothakota – Post, Penumuru Mandal, Chittoor-Dist-517112, herein called the complainant, in his complaint dt:04-03-2014 filed in the Forum on dt: 05-03-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 had stated that:

1. He filed the case in the Forum in the interest of public based on the news item published in Andhra Bhoomi,Chittoor daily dt:03-03-2014 Page No:3 wherein it was indicated that the DTR in Yerramittapalli

village in Penumur mandal supplying power to Protected Water Supply had been burnt considerable time back and was not replaced in spite of representations and as a result the people are suffering without drinking water.

2. Requested to take necessary action to replace the failure transformer at the earliest and do justice to the public

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

The respondent- 1 i.e. the Assistant Engineer/Operation/Penumuru in his written submission dt: 07-03-2014, received in this Forum on dt:15-03-2014 stated that:

1. The DTR was failed on 10-02-2014 at Earmattipalli village in Penumur section the DTR was replaced on 11-02-2014 within time limit.
2. Hence it is requested to drop the complaint please.

The Assistant Engineer/Operation/Penumuru in his further written submission dt:09-04-2014 submitted that

1. On complaint of news letter dt:03-03-2014 Andhra Bhoomi, the 11KV jumper was cut at Yerramattipalle SS DTR structure was rectified on 04-03-2014 duly taking LC vide No.12/14 at 16-15 hrs to 17:45 hrs on 11KV. Bonthivanka feeder emanating from 33/11KV Penumur SS. After rectification the existing DTR was working.

Findings of the Forum

1. The grievance of the complainant is that a DTR supplying power to the protected water scheme at Yeramittapalli village of Penumuru Mandal was failed long back and was not replaced yet and the matter was appeared in the daily news paper on 03-03-2014 and requested to take necessary action for replacement of the failed transformer at the

earliest and do justice to the public. The complainant in his further representation dt:13-03-2014 had requested the Forum to conduct personal hearing at Yerramittapalli Village where the service is located.

2. The respondent-1 i.e. the AE/Opn/Penumur in his reply dt: 07-03-2014 mentioned that the DTR was failed on 10-02-2014 and was replaced on 11-02-2014 i.e. the immediate next day, but the news item appeared on 03-03-2014 about 20 days after the said replacement which is contra to the AE's statement and there is no rejoinder from the AE condemning the news item which supports the complainant that the problem was not exactly resolved.
3. The respondent above in his subsequent reply dt:09-04-2014 explained the reason for the news item as the 11KV jumper was cut at Yerramittapalli SS DTR structure which was rectified on 04-03-2014 duly taking LC between 16:15hrs and 17:45hrs, on 11KV Bonthivanka feeder emanating from 33/11KV Penumuru SS and after rectification the DTR is working.
4. Since the problem was rectified by the respondent immediately on the next day of the news item i.e. 04-03-2014 it is felt by the Forum that there is no need of conducting personal hearing at the location as requested by the complainant.
5. The news item also did not specify the period during which the power supply was disrupted to the said service and hence the deficiency of services could not be adjudged.

6. As such the Forum could not find any deficiency of service on the part of the respondents in this matter and hence no compensation is awarded.

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

ORDER

The respondents are directed that they shall resolve the problems in day to day supply of electricity to the consumers and see that such inconvenience is not caused to the consumers on account of their laxity.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 25th day of June 2014.

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