

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: 242/ 2013-14/ Kadapa 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. Jambu Venkatanarapu Reddy
C/o Subbi Reddy
Sangalapalli Village,
V.N.Palli Post and Mandal,
Kadapa-Dist.

Complainant

And

1. Assistant Engineer/Operation/Veeranayanapalli
2. Assistant Divisional Engineer/Operation/Yerraguntla
3. Divisional Engineer/Operation/Proddatur
4. Superintending Engineer/Operation/Kadapa

Respondents

* * *

Sri. Jambu Venkatanarapu Reddy, C/o Subbi Reddy resident of Sangalapalli Village, V.N.Palli Post and Mandal, Kadapa-Dist. herein called the complainants, in his complaint dt:15-03-2014 filed in the Forum on dt: 18-03-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 had stated that

1. He is a resident of Sangalapalli village of V.N.Palli Mandal in Kadapa-Dist and he is having an agl. service with SCNo.68.
2. The network of the area of his service was converted to HVDS and transformers were arranged for all the services excepting his service. The

contractor left the field and hence he was not permitted to utilize power from any of the other transformers.

3. Requested for providing new transformer and extend supply to his service.

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

The respondent- 1 i.e. the Assistant Engineer/Operation/ V.N.Palli in his written submission dt: 10-04-2014, received in this Forum on dt: 25-04-2014 stated that:

1. The ASC No.68/Sangalapalli (V) inspected by me and verified that the service was not covered under HVDS. AS per DE/Opn/Proddatur oral instructions the estimate was prepared for erection of 1 No.25KVA distribution transformer for providing the supply to the existing ASC No.68 vide W.B.S.No.T-2013-06-02-31-03-031 and the estimate was also sanctioned by the DE/Opn/Proddatur vide sanction No.193/Dt:31-03-2014.

Findings of the Forum

1. The grievance of the complainant is that the departmental contractor doing the HVDS left his agl. service without providing the distribution transformer and requested to provide a transformer now and extend supply to his service.
2. The respondent-1 i.e. the AE/Opn/V.N.Palli in his reply stated that the ASC No.68, Sangalapalli village was inspected by him and found that the service was not covered under HVDS. As directed by the DE/Opn/Proddatur he had prepared an estimate for erection of 1 No. 25KVA transformer for providing supply to the Agl. Service No:68 and the estimate also was sanctioned by the DE/Opn/Proddatur vide sanction No:193 dt:31-03-2014.

3. The respondents action in preparation of the estimate and its subsequent sanction by the competent authority for extension of supply to the complainant's service will not serve the purpose, but it shall be the ultimate result to provide supply to the consumer and resolve his grievance.
4. Neither the consumer nor the respondents specified the date from which the service was left without power supply and at-least during which month and year the HVDS works were carried out in that area and hence it could not be evaluated about the delay in restoration of supply to the consumer's service. Also it appears that the consumer never before had approached any official in writing and hence the complaint made in the Forum on 18-03-2014 is taken as the first complaint.
5. The grievance comes under the provisions of Guaranteed Standards of Performance item-4 distribution transformer failure which shall be attended to and supply restored within 48 hrs in rural areas from the time of receiving the complaint. But herein this case the complaint was made on 18-03-2014 and hence should have been resolved not later by 20-03-2014 being rural area by making their local arrangements.
6. In fact in this case though the consumer is not at fault he was made to suffer for a long period because of the negligent attitude of the departmental officials.
7. Even after the matter came to light in the presence of the Forum the officials instead of planning for quick resolution of the problem have resorted for normal procedures resulting in delay in restoration of supply and persisting suffering of the consumer still further.
8. The respondents shall take note and act upon appropriately such that such failures/disorders shall not come up in future by having proper

enumeration of the services existing under the mother transformers and plan such that no live service shall be left without provision for extension of supply and shall have a close review of the same before putting a stop to the works of HVDS in that area.

9. As such it is felt by the Forum that the respondents speed-up their actions and restore supply by adopting alternative methods like providing the transformer from the available rolling stock as a special case and restore supply immediately.

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

ORDER

The respondents are directed that they shall restore supply to the complainant's service No:68 of Sangalapalli of Kadapa-Dist immediately on receipt of this order by making suitable alternative arrangements including erection of 25KVA transformer as planned for.

Accordingly the case is allowed in full 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.