

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

On this the 28th day of October 2013

In C.G.No:32 / 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. M.Nagaraja Naidu
Siddampalli
Chittoor-Post & Mandal
Chittoor-Dist

Petitioners

And

1. Assistant Engineer/Operation/Rurals/Chittoor
2. Assistant Divisional Engineer/Operation/R-3/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor
4. Superintending Engineer/Operation/Tirupati
5. Chief General Manager/Operation/Tirupati

Respondents

Sri. M.Nagaraja Naidu resident of Siddampalli, Chittoor-Post & Mandal, Chittoor-Dist herein called the complainant, in his complaint dt:07-05-2013 filed in the Forum on dt:07-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is an agl. consumer with SCNo: 40 at Ambapuram village of Chittoor-Mandal and dist.
2. The transformer feeding his above service was under gone theft on 17-11-2011 and the matter was reported to the AE on 18-11-2011 on the same day the line man concerned came to him and collected complaint from all the consumers, but the AE when asked about the replacement

of the transformer about 3 months back replied that he had not received any complaint.

3. Requested to replace the transformer immediately as cultivation is their lively hood.

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

The respondent-1 Assistant Engineer/Operation/Rurals/ Chittoor in his written submission dt:14-05-2013, received in this office on 30-07-2013 stated that:

1. Sri. M.Nagaraju Naidu was complained on 07-05-2013 due to theft transformer replacement. Further allotment of the theft transformer obtained from the Divisional Engineer/Operation/Chittoor the 16KVA transformer was received from SPM/Chittoor and erected in a week.

The above respondent in his further written submission dt:20-09-2013, received in the Forum on 30-09-2013 stated that:

1. The 25KVA DTR has been replaced on 20-09-2013 with a healthy one.

Findings of the Forum:

1. The grievance of the complainant is that the transformer feeding their agl. service was under gone theft on 17-11-2011 and was not replaced even on the date of complaint i.e. 07-05-2013 i.e. for about a period of one and half year and the AE concerned has not taken initiative though a complaint was made on 18-11-2011 and a representation was collected by the line man concerned on the same day and requested for arranging transformer immediately.
2. The respondent-1 i.e. the AE/Opn/R/Chittoor first on 14-05-2013 replied that a 16KVA transformer was received from SPM Chittoor and will be replaced with in a week, but subsequently in his further

reply dt: 20-09-2013 stated that the transformer was replaced with a 25KVA healthy one on 20-09-2013 the same day.

3. In this case the transformer was undergone theft on 18-11-2011 on which date the matter was taken to the notice of the AE concerned by the complainants, but the transformer was finally replaced on 20-09-2013 i.e. with a delay of 672 days as against the schedule allowed period of 48 hrs being rural area in accordance with the Guaranteed Standards of Performance and that too after the approach of the consumers to the Forum on 07-05-2013. Even after the matter was reported to the Forum the respondents took 136 days to replace the transformer.
4. In accordance with the directive 16 of Tariff Order 2010-11,
 - a. *The Licensees shall instruct their respective officials to lodge complaints with the police in the event of theft of DTR.*
 - b. *The complaint lodged by the farmers with the service team of the DISCOMS should be enough for them to start the process of replacement of DTR and take action. The licensee shall take steps to restore the supply by arranging another DTR in place of stolen DTR.*
 - c. *The Licensees shall display the details of replacement of failed DTRs (rating, place of failure and time taken for replacement) on daily basis at the Divisional, Sub-Divisional and Section offices.*
5. As such there is abnormal delay in replacement of the DTR by the respondents and was not taken care of even for 672 days which resulted in a agrievance of the complainants for which the respondents

are liable to compensate the complainant by remitting an amount of Rs.100/- to the complainant's service.

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

ORDER

The respondents are directed that they

1. shall remit the amount of Rs.100/- to the complainant's service within 90 days from the date of receipt of this order.
2. shall report compliance to the Forum on the item-1 above within further 7 days.

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 28th day of October 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.