

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

On this the 14th day of June 2013

In C.G.No:33 / 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. V.Venkatadri Naidu
C/o V.Gajendra naidu
Kavoorivari palli
Ugranampalli
Penumuru post & mandal
Chittoor-Dist-517126

Complainant

And

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

Respondents

Sri. V.Venkatadri Naidu, C/o V.Gajendra naidu resident of Kavoorivari palli, Ugranampalli , Penumuru post & mandal, Chittoor-Dist-517126 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 has stated that

1. He is an agl. consumer with SCNo:168 at Kavuruvaripalli village of Penumuru Mandal in Chittoor-Dist.
2. The 25KVA transformer feeding their above agl. service was stolen away by some unknown miscreants in the month of February this year duly throwing it down to the ground.

3. The matter was taken to the notice of the AE/Opn/Penumuru on the immediate next day and the police station, Penumuru, but no action has been taken.
4. Subsequently the AE/OPn/Penumuru asked him to give a complaint afresh based on which on 04-03-2013 he gave a complaint to the AE/Opn/Penumur.
5. Subsequently he met the AE and the SI several times, but they did not take any action.
6. Requested to render justice.

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

The respondent-1 Assistant Engineer/Operation/Penumur in his written submission dt:01-06 -2013, received in this office on 06-06-2013 stated that:

1. The consumer V.Venkatadri Naidu, Kovoovivari palli, Ugranampalli in Additional Assistant Engineer/Operation/Penumur himself pursuing the matter with SHO, Penumur for getting pending FIRs.

Findings of the Forum:

1. The grievance of the complainant is that the distribution transformer feeding his agl. service was meddled with by some unknown culprits and certain materials of the transformer was stolen away in the month of February, 2013 and the matter was taken to the notice of the AE/Opn/Penumuru and also the station house officer, Penumuru by giving written complaints, but both of them did not take any action and the transformer is not provided in place of the damaged one.
2. The respondent-1 i.e. the AE/Opn/Penumur only replied and stated that he is pursuing the matter with the police authorities and still the FIR copy is awaited from the police.

3. The contention of the respondent-1 i.e. the AE/OPn/Penumur stating that he is awaiting for the FIR copy from the police which is a pre request for replacement of DTRs is not accepted in view of the Guaranteed Standards of Performance and the Directive number 16 (b) of tariff order 2010-11 given by the APERC where in it was stated that the DTRs under gone theft shall be replaced on par with the failed DTRs and *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 DTRs and take action. The licensee shall take steps to restore the supply by arranging the another DTR in place of the stolen DTR .*
4. In this case also since the transformer was stolen away in the month of February the place of occurrence being a rural area the transformer should have been replaced within 48 hrs.
5. As such the respondent shall immediately erect a healthy transformer in place of the damaged one and restore supply to the consumer.
6. The respondents are liable to compensate the complainant by remitting an amount of Rs.100/- to the consumers service.

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

ORDER

The respondents are directed that

1. They shall erect a healthy transformer in place of the stolen one immediately on receipt of this order and report compliance on the same day.
2. They shall remit an amount of Rs.100/- towards compensation to the complainant within 90 days from the date of this order and report compliance to the Forum within further seven 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 the 14th day of June 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.