

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

**On this the 12<sup>th</sup> day of August 2013**

**In C.G.No: 34/ 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. T.S.Satyanarayana Chowdary  
C/o Subrahmanyam  
Vemanapalli Village & Post  
Gudipala Mandal  
Chittoor-Dist-517571

Complainant

***And***

1. Assistant Engineer/Operation/Kothapalli
2. Assistant Divisional Engineer/Operation/Rural-3/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor
4. Senior Accounts Officer/Operation/Tirupati

Respondents

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Sri. T.S.Satyanarayana Chowdary, C/o Subrahmanyam, Vemanapalli Village & Post, Gudipala Mandal, Chittoor-Dist-517571, 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 agriculture consumer with SC.No.182 at Vemanapalli village of Gudipala mandal in Chittoor district.
2. The distribution transformer feeding their above service was under gone theft on 17-04-2013.
3. The FIR copy was issued on 20-04-2013 with number 52/2013.

***Order in CG.No.34/2013-14/Tirupati Circle***

4. Requested to provide new transformer in place of the stolen one at the earliest.

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

**The respondent-1, i.e., the Additional Assistant Engineer/ Operation/ Kothapalli in his written submission dt:17-05-2013, received in this office on 05-08-2013 stated that:**

1. For replacement of the said stolen Transformer of 25 KVA capacity, he got allotment from the Divisional Engineer, Operation, Chittoor, received it and the same was erected on 15-05-2013.

**Findings of the Forum:**

1. The grievance of the complainant is that the distribution transformer providing supply to his Agriculture service was under gone theft on 17-04-2013 and the same was not replaced even on the date of the complaint in the Forum and requested to provide another transformer on the structure at the earliest.
2. The respondent -1, i.e. the Additional Assistant Engineer Operation, Kothapeta the concerned section officer reported that, the said transformer under gone theft was of 25 KVA capacity and he erected a new transformer in place of the stolen one on 15-05-2013 itself.
3. Though the respondent replied that the transformer was replaced on 15-05-2013 in his reply dt:17-05-2013, but the same was received in the Forum on 05-08-2013 i.e. after a delay of about 2 ½ months. It is not understood how a letter dispatched on 17-05-2013 took such a long period to reach the destination.
4. It is felt that a said date of replacement i.e. 15-05-2013 is not correct.
5. In accordance with directive 16 of the Honourable APERC communicated under annexure-A the tariff order for the year 2010-11, *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 taken action, the licensee shall take steps to restore the supply by arranging an other DTR in place of the stolen one.*

6. In this case the transformer was undergone theft on 17-04-2013 and was replaced on 15-05-2013 i.e. after a delay of about one month. For which the respondents are liable to compensate the complainant by way of remitting an amount of Rs.100/- to the consumer's service.

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

**ORDER**

The respondents are directed that they shall remit an amount of Rs.100/- to the consumer's service within 90 days from the date of this order and report compliance in 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 12<sup>th</sup> day of August 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.