

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

On this the 12th day of August 2013

In C.G.No:36/ 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. Ramamurthy & Ramanareddy
Cherlopalli
Chittoor Post & Mandal
Chittoor-Dist

Complainant

And

1. Assistant Engineer/Operation/Rurals/Chittoor
2. Assistant Divisional Engineer/Operation/R-3/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. Ramamurthy and Ramanareddy resident of Cherlopalli Chittoor Post & Mandal, Chittoor-Dist herein called the complainant, in their 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. They are agl. consumers at Cherlopalli village of Chittoor mandal and district and the transformer feeding their services was stolen away by unknown about 10 months back, but the transformer is not provided because of which the cattle and they are suffering.
2. Requested for providing of transformer in place of the stolen one.

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 C.Ramamurthy was complained on 07-05-2013 and 21-05-2013 same complaint due to theft transformer replacement, Further allotment of the theft transformer obtained from the DE/Opn/Chittoor, the 25KVA transformer was received from SPM/Chittoor and erected in a week.

Findings of the Forum:

1. The grievance of the complainant is that the transformer feeding their agl. services was under gone theft and the respondents did not replace the same even on lapse of about 10 months and requested to provide a transformer in place of the stolen one as they are suffering a lot.
2. The respondent-1 i.e. the AE/Opn/R/Chittoor replied that the said transformer is of 25KVA capacity and received a transformer in its place from SPM / Chittoor and will be erected in a week.
3. It was confirmed that the transformer was erected and commissioned about one and half months back as learnt from the AE concerned over phone on 03-08-2013.
4. In accordance with the directive number 16 of the honourable APERC is communicated with the tariff order for the year 2010-11, DTRs under gone theft or damaged by culprits shall be replaced on par with the failed DTRs and the consumer giving the complaint to the local staff concerned shall be sufficient for the licensee to initiate the process of replacement of transformer and it is not the responsibility of the consumer to approach the local Police Station and report the matter.

5. As such in this case the transformer was stolen and was not replaced even for 11 months for which the respondents are liable to compensate the complainant by remitting an amount of Rs.50/- to each consumer effected.

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

ORDER

The respondents are directed that they

1. Shall remit an amount of Rs.50/- each of the two consumers, herein the complainants with in 90 days from the date of this order.
2. Shall report compliance on the item-1 above of the order within 7 days after complying with.

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 12th day of August 2013.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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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.