

**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:40/ 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. A.Muruga reddy  
C/o A.Narasa Reddy  
Vepanapalli, Thalambedu Post  
Chittoor  
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

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Sri. A.Muruga reddy, C/o A.Narasa Reddy resident of Vepanapalli, Thalambedu Post, Chittoor, 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 has stated that

1. He is an agl. consumer with SCNo: 221 at Vepanapalli of Chittoor mandal and district.
2. There is no AB switch to the transformer feeding his agl. service above and requested the AE concerned to provide the AB switch.
3. The AE replied that he is no way connected to the matter of providing AB switch to the DTR.

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. A.Muruga reddy was complained on 07-05-2013 due to rectification of AB switch. Further he was inspected the location found the horizontal male and female contacts were damaged and directed. Then new male & Female contacts were replaced and rectified the problem.

**Findings of the Forum:**

1. The grievance of the complainant is that the transformer feeding his agl. service was not provided with AB switch and requested to provide the same.
2. The respondent-1 i.e. the AE/Opn/R/Chittoor replied that he had inspected the location and found that the horizontal male and female contacts were damaged and directed. Then new Male & Female contacts were replaced and rectified the problem.
3. The said item of rectification of AB switch is no where specified in the Guaranteed Standards of Performance, but however upon receipt of complaint on 07-05-2013 the respondents took immediate action and replaced the male and Female contacts with new one by 14-05-2013 i.e. within a week.
4. Though the complainant stated that the AE rejected his appeal for providing of AB switch saying that he is no way concerned with the AB switch is not relied upon in absence of any proof to that effect.
5. As such it is felt by the Forum that there is no deficiency of service on the part of the respondents in this matter and hence no compensation need to be awarded.

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

**ORDER**

NO separate order need to be issued.

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

**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.