

**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:69/ 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. C.Ramamurthy  
C/o Chengalraya Naicker & N.Ramanareddy  
DNo:8-62, Cherlopalli Village & Post  
Chittoor  
Chittoor-Dist

Complainants

***And***

1. Assistant Engineer/Operation/Rurals/Chittoor  
2. Assistant Divisional Engineer/OSD/Chittoor  
3. Divisional Engineer/Operation/town/Chittoor  
4. Superintending Engineer/Operation/Tirupati

Respondents

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Sri.C.Ramamurthy, C/o Chengalraya Naicker and & N.Ramanareddy resident of DNo:8-62, Cherlopalli Village & Post, Chittoor, Chittoor-Dist herein called the complainants, in their complaint dt:29-05-2013 filed in the Forum on dt:29-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are agl. consumers at Cherlopalli village of Chittoor- Mandal and district and the 25KVA transformer feeding their agl. services was under gone theft on 11-07-2012 and the case was registered in the police station under crime number 42/2, but the transformer was not replaced so far though the matter is of about 11 months and inspite of their repeated visits

to the offices and the others who lost their transformers later to them were provided with transformer on 21-05-2013 by the AE by accepting a bribe of Rs.5000/- from the consumers.

2. The AE still replies that they have to contact the DE and none of the officers not caring for their request and directing them to one another.
3. On 28-01-2013 they represented the matter to the dist collector also and the matter was appeared to the local news paper also, but the officers did not take action to replace the transformer.
4. Requested to provide transformer and restore supply to their services.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Rurals/Chittoor in his written submissions 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 replacment, 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. service was under gone theft on 11-07-2012 and the case was registered in the area police station under crime No:42/2, but the transformer is not replaced even on the date of the complaint and lapse of 11 months period while others who lost the DTRs later to them were provided with new transformers by accepting bribe of Rs.5000/- from the consumers. Their problem was not resolved even with the representation made to the dist

collector on 28-01-2013. Requested to arrange for new transformer and extend supply to their services.

2. The respondent-1 i.e. the AE/Opn/Rurals/Chittoor in his reply dt:14-05-2013 received in the Forum on 30-07-2013 stated that he received a 25KVA transformer for providing to the complainants services and will be erected with in a week.
3. Since the letter was of 14-05-2013 and as under took by the respondent the problem should have been resolved by 21-05-2013 by erection of the transformer already received for the purpose.
4. In accordance with directive 16 of the Honourable APERC communicated under annexure-A to 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.*
5. As such the transformer should have been replaced within 48 hrs of its information from the complainants i.e. not later by 15-07-2012. But where as the respondent promised that the said work will be completed by 21-05-2013.
6. The matter was already represented by the complainants in the Forum in their letter dt:07-05-2013 and was registered under CGNo:36/2013-14 and again the complainants made representation in the same matter in the Forum, but with additional allegation that the AE concerned accepted a bribe of Rs.5000/- from the consumers to provide transformer out of priority.
7. Though the complainants averred that there is an issue of bribe showing dispriority among the consumers and providing transformer out of turn shall not be accepted in absence of any proof to that effect.

8. The order issued in CGNo:36/2013-14 holds good in this case also since the matter and the complainants are one and the same.

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 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, 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.