

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

**On this the 31<sup>st</sup> day of August 2015**

**In C.G.No:251/ 2014-15/Kadapa Circle**

*Present*

*Sri P.Venkateswara Prasad*  
*Sri A.Sreenivasula Reddy*  
*Sri T. Rajeswara Rao*

*Chairperson*  
*Member (Accounts)*  
*Member (Legal)*

*Between*

Sri K.Jagadeesh Babu  
C/o K.Subbaraidu Setti  
D.No:4/55, Main Road  
Muddanur  
Muddanur- Post Office  
Muddanur  
Kadapa- Dist  
516380

Complainant

**AND**

1.Assistant Engineer/Muddanur  
2..Assistant Divisional Engineer/Jammalamadugu  
3. Divisional Engineer/Proddatur  
4.Superintending Engineer/Operation/Kadapa

Respondents

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Sri K.Jagadeesh Babu C/o K.Subbaraidu Setti is a resident of D.No:4/55 , Main Road ,Muddanur Village and Post Office,Muddanur , Kadapa – Dist, here in called the complainant, In his complaint dt:19.03.2015 filed in the Forum on dt:19.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

C.G.No:251/2014-15/Kadapa Circle

1. He is a resident of D.No:4/55 , Main Road ,Muddanur Village and Post Office,Muddanur , Kadapa – Dist.
2. He is the Agriculture consumer with Sc.No:237, three years back Transformer and copper wires are stolen by the Thieves.
3. He given police complaint but F.I.R copy was not given and he contacted A.E but he has not responded .
4. So kindly provide new transformer.

**The respondent-2 i.e. the Assistant Divisional Engineer / O/APSPDCL/Jammalamadugu in his written submission dt:30.03.2015, received in this office on dt:04.04.2015 stated that:**

1. In attention to the C.G.No:251/2014-15/Kadapa Circle, it is to submit that , the Agricultural fields of the SC No:237 , Nallaballi(V) inspected and observed that single pole DTR structure available in the field. The DTR theft might have been occurred long back. As per the DTR theft record register available in the Muddanur section office, theft details of the DTR not available. The AE/O/Muddanur stated that no complaint/left over materials not received from the consumers of Sc No.237, Nallaballi and also stated the consumer never approached to the section office regarding the theft of DTR.
2. The estimate for replacement of theft DTR is being prepared after obtaining the FIR copy. The left over materials of the DTR also to be handed over to the District store/Kadapa. The local police authorities will not accept the complaint now as the theft occurred long back.

**The respondent-3 i.e. the Divisional Engineer / O/APSPDCL/Proddatur in his written submission dt:22.08.2015, received in this office on dt:25.08.2015 stated that:**

1. With reference to C.G.No:251/2014-15/Kadapa circle , as per the detailed report received from Assistant Divisional Engineer/Operation/Jammalamadugu vide letter dated 30.03.2015 , it is to submit that the Agl.Fields of Sc .No.237 of Nallaballi (V0 was inspected and observed that single pole DTR structure available in the field. The DTR theft might have been occurred long back . As per the records available in Muddanur section office and Division Office, Proddatur the theft details of said DTR not available. The Assistant Engineer/Operation/Muddanur stated that no complaint /left over materials not received from the consumer of Sc.No:237, Nallaballi and also stated that the consumer never approached to the Section Office, Muddanur regarding the theft DTR. The estimate for replacement of theft DTR will prepared after obtaining the F.I.R copy and crime Number from the concerned Police authorities. The concerned police authorities will not accept the complaint now as the theft occurred long back.

**The respondent-4 i.e. the Superintending Engineer / O/APSPDCL/Kadapa in his written submission dt:27.08.2015, received in this office on dt:28.08.2015 stated that:**

1. As against 251/15-15 it is informed that the consumer has not approached the Assistant Engineer/Assistant Divisional Engineer regarding theft of Distribution transformer, consumer has directly approached to the CGRF authorities to provide theft distribution transformer to ASC No.237 of Nallaballi (V0 without giving any complaint to the concerned section officer. After receipt of the complaint from the CGRF the Assistant Engineer/O/Muddanur has inspected the site location and found that no leftover materials at the location as proof of theft of DTR and observed that the DTR structure is only available. The Station House Officer of Muddanur has not accepted the complaint regarding theft of DTR as theft occurred long back and same

was submitted report by Assistant Divisional Engineer/O/Jammalamadugu letter dated 30.03.2015.

**Findings of the Forum**

1. Sri K.Jagadish Babu of Muddanuru has lodged a complaint before the Forum during the Vidyut adalat conducted at Jammalamadugu on 17.03.2015. The complainant has informed that he is having one Agricultural connection bearing no.237 of Nallaballi. He was a regular payer of the CC bills . The distribution transformer feeding to his Agricultural service was subjected to damage by some thieves to steal the copper core in the transformer three years ago. In spite of his complaint in the police station , the case was not registered. The facts was also informed to the AE concerned, but even to date the damaged transformer is not replaced. Hence he has requested to do Justice by arranging one.no.distribution of transformer at the location.
2. The Respondent No 3 in his submission vide letter dated 22.08.2015 received in the Forum on 25.08.2015 has informed that during the field verification it was observed that single pole DTR structure available in the field . He has suspected that the theft of DTR might have been occurred long back. He has also stated that theft details are not available in the records and the AE has confirmed that no complaint/left over materials not received from the consumer. He has further submitted that the estimate for replacement of theft DTR will be prepared after obtaining the FIR copy and crime number from the police.
3. The submission of the Respondent No 3 is not tenable in the light of the guidelines issued vide memo no.CGM/O/APSPDCL/TPT/O&M/F.DOC/D.No:822/13 dated 15.10.2013, wherein it was clearly elucidated that it is the duty and responsibility of the AE/ADE and DE to obtain FIR copy recovery/non traceable certificate from the concerned police

authorities. The copy of the memo is herewith enclosed for strict adherence. It was also clearly explained in the said memo that theft DTR shall be replaced within 48 hours duly obtaining the T&D estimate sanctioned from the competent authority.

4. It seems that the Respondents have failed miserably in implementing the orders issued by the Licensee and caused hardship to the complainant.

### **ORDER**

The Respondents are directed to replace the theft DTR within 7 days from the date of receipt of these orders and compliance reported within 10 days. They are also directed to follow the guidelines issued in the said memo and avoid avoidable hardship to the consumers in future.

Accordingly the case is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 31<sup>st</sup> day of August 2015.

Sd/-

**Member(Legal)**

Sd/-

**Member(Accounts)**

Sd/-

**Chairperson**

**True Copy**

**Chairperson**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter