

**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:134/ 2015-16/Guntur Circle**

*Present*

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

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

*Between*

Sri Kosuru Lakshamana Swamy  
C/o Raghavaiah  
3<sup>rd</sup> Ward  
Near Ramalayam  
Pothumeraka – Post Office  
Repalle  
Guntur – Dist  
522265

Complainant

**AND**

1.Assistant Engineer/Rural Repalle  
2. Assistant Divisional Engineer/Repalle  
3. Divisional Engineer/Tenali  
4.Superintending Engineer/Operation/Guntur

Respondents

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Sri Kosuru Lakshamana Swamy C/o Raghavaiah is resident of 3<sup>rd</sup> Ward , Near Ramalayam , Pothumeraka – Post Office, Repalle, Guntur – Dist, here in called the complainant, In his complaint dt:11.06.2015 filed in the Forum on dt:11.06.2015 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 the resident of of 3<sup>rd</sup> Ward , Near Ramalayam , Pothumeraka – Post Office, Repalle, Guntur – Dist.
2. The transformer which is connected to his service is burned off, kindly replace as early as possible.

C.G.No:134/2015-16/Guntur Circle

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

**The respondent-2 i.e. the Assistant Divisional Engineer/O/APSPDCL/Repalle in his written submission dt:05.08.2015, received in this office on dt:14.08.2015 stated that:**

1. The consumer of ISC No.600 of Potumeraka in Repalle Rural section filed petition regarding his failed 25 KVA DTR. The same was replaced on 11.06.2015. The details of new 25 KVA DTR:

Capacity : 25 KVA

Sl.No :28473

Make :SVR Electricals

Equipment No:2182984.

**Findings of the Forum:**

1. Sri K.Lakshamana Swamy of Potumeraka, Repalle Rural has lodged a complaint before the Forum on 11.06.2015 during the Vidyut Adalat conducted at Repalle . In his petition the complainant has stated that the 25 KVA DTR feeding to his Industrial service No 600 was failed and hence requested to replace the same with healthy one immediately.
2. On receipt of notice from the Forum the Respondent No.2 has responded swiftly and arrange to erect a new 25 KVA DTR in place of failed one on the same day i.e on 11.06.2015 vide Sl No:28473, SVR Electrical make equipment No.2182984. The fact of providing new DTR was received vide letter of Respondent No 3 dated 05.08.2015 received in the Forum on 14.08.2015.
3. In accordance with Sl No IV ii Distribution Transformer failure under service area column as contemplated in Schedule II Guaranteed Standards of Performance and compensation to consumers in case of default vide Amended Regulation No 9 /2013 issued by the Hon'ble APERC, the time standard fixed for replacing the failed distribution transformer in rural area is within 48 hours . In the instant case the failed DTR has been replaced on the same day as per the Respondents submission . But the Respondent has not enclosed the letter of the complainant in support of his submission. However the Respondents are hereby directed to obtain the letter from the complainant or obtain acknowledgement on the letter intending the complainant about completion of the service rendered.

**ORDER**

Since the grievance of the complainant has been redressed by the Respondents within the time standard fixed by the APERC by replacing the new DTR in place of failed one , the case is disposed off accordingly.

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.