

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

On this the 22nd day of December' 2020

C. G. No: 107 /2019-20/Tirupati Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Chairperson

Sri. V. Venkateswarlu

Member (Technical)

Sri. Dr. R. Surendra Kumar

Independent Member

Between

N.Sivananda Reddy,
C/o. Late. Jayarama Reddy,
Chigrapalli (V),
Irala (M),
Chittoor Dist.

Complainant

AND

1. Assistant Executive Engineer/O/Irala Rural
2. Deputy Executive Engineer/O/Paipalle CCO
3. Executive Engineer/O/Chittoor Rurals
4. Superintending Engineer/O/Tirupati

Respondents

ORDER

1. Complaint was presented by one Sivananda Reddy stating that Agriculture service connection No.123 is in the name of Late C. Jaya Rami Reddy of Chigarapalli (V) and 16 KVA DTR was stolen but not replaced.
2. Respondents filed written submission stating that consumer represented that AGL service was stolen about 10 years back by unknown persons for which F.I.R. was not issued. Soon after the issue of F.I.R. at Kanipakam Police station the estimate was prepared and new DTR can be provided. Complainant informed during personal hearing that he purchased the land from Late C. Jaya Rami Reddy but he has not applied for change of the service number in his name. Subsequently complainant submitted Photostat copy of sale deed dt : 19.11.1984 . Sale deed

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DATE 22/12

executed by Parvathamma W/o. Late Rami Reddy and R. Sarada W/o Reddeppa Reddy.

Complainant also attached his complaint to AEE/Rural/Irala dt : 25.03.2017 about theft of DTR and copy of the report said to have been submitted by Lineman to AEE in respect of theft of DTR on 25.03.2017.

3. Personal hearing was conducted on 17.11.2020. Complainant admitted that till today he had not applied for transfer of service connection in his name. Complainant also admitted that presently he is getting power supply from a nearby DTR and there is a continuous low voltage problem. Respondent No.3 stated that this low voltage problem can be solved by replacing the present 16 KVA DTR with 25 KVA DTR. Complainant also accepted for the above said proposal.

The contention of the respondents is that since F.I.R. was not received, they are unable to replace the DTR is not at all correct. The Hon'ble Commission issued directions on this subject in the tariff order for the F.Y.2010-11 which is given in 'Annexure -A'- 'List of Directives' at page No.156 at point No. 16 which is as follows :-

16. ***"Replacement of failed Distribution transformers (DTRs) :-***

- a) ***The licensees shall instruct their respective officials to lodge complaints with the police in the event of theft of DTR.***
- b) ***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 another DTR in place of stolen DTR.***
- c) ***The Licensees shall display the details of replacement of failed DTRs (rating, place of failure and time taken for replacement) on daily basis at the Divisional, Sub- Divisional and Section offices".***

The above direction clearly shows that the field officers have to present the complaint to the police in respect of theft of DTR and they should start process of replacement of DTR basing on the complaint lodged to the service team of the licensee.

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So respondents cannot postpone replacement of DTR under the guise of non-receipt of F.I.R.

In this case according to respondents, the DTR was stolen about 10 years back and F.I.R. was not yet issued by Kanipakam police. But on the other hand the copies of the complaint presented by the complainant and lineman to AEE shows that the 25 KVA DTR was stolen and the same was noticed by the complainant on 25.03.2017 and the same was informed to lineman, Kanipakam who in turn presented a complaint to AEE on this aspect.

4. In view of the above reasons, respondents are directed to replace 16 KVA DTR at the location with 25 KVA so that complainant and others will get power supply without any voltage fluctuations within one month from the date of receipt of this order and submit compliance report within 15 days thereon. Complainant is advised to mutate his name for the service connection by submitting documents as early as possible.

If aggrieved by this order, the Complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

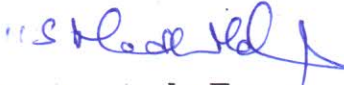
This order is passed on this, the day of 22nd December' 2020.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills,

Lakdikapool, Hyderabad- 500 004.