

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

This the 6th day of October 2012

C.G.No:103/2012-13/ Tirupati Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri. S.Ravi,
C/o S.Chennakesavulu,
DNo: 2-2., Boosipalli Village, Tenepalli Post,
Puthalapattu Mandal.,
Chittoor-Dist

Complainants

and

1. Assistant Engineer/Operation/Puthalapattu
2. Assistant Divisional Engineer/Operation/Rurals-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. S.Ravi, C/o S.Chennakesavulu, DNo: 2-2., Boosipalli Village, Tenepalli Post, Puthalapattu Mandal., Chittoor-Dist. herein called the complainant, in his complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an agl consumer with SCNo: 44 at Busipalle village of Puthalapattu mandal in chittoor-Dist.
2. The LT lines near the agl service of T.Lokanadham on the way to Potukanuma from Busipalle are lying at very low level and requires rectification of the lines.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submission dt:25-6-2012 received in this office on dt:24-09-2012 stated that

1. He was inspected the location and prepared estimate for insertion of pole was submitted to DE/Opn/Chittoor vide WBS No:T-2012-05-01-21-04-017.
2. Duly taking the sanction and work order the work will be completed soon.

Findings of the Forum:

1. The grievance of the complainant is not a specified item of the Guaranteed Standards of Performance, but however in the interest of safety of the public and to maintain proper ground clearances of the power lines as per the standards notices were served upon the respondents.
2. The respondent-1 i.e. the AE/OPn/Puthalapttu in his reply stated that he had inspected the location, prepared an estimate for insertion of the pole and submitted the same to the respondent-3 i.e. the DE/Opn/town/Chittoor and assured that the work will be completed soon.
3. The said complaint was made on 23-5-2012 and it is already delayed by 4 ½ months and it is not safe to delay the said work further
4. As such the respondents shall take up the work on top priority in order to avoid probable accidents since it is reported to be an approach to the fields.

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

ORDER

The respondents are directed to complete the work of said erection of pole with in 15 days from the date of this order and report compliance within 21 days from the date of this order.

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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 6th day of October 2012.

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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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