

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

This the 30th day of June 2012

C.G.No:14/2012-13/ 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 P.Murali
C/o P.Narayana Reddy
DNo: 7-68
Karvetinagaram Village, Post & Mandal
Chittoor- Dist.

Complainant

And

1. Assistant Engineer/Operation/ /Karvetinagaram
2. Assistant Divisional Engineer/Operation/Karvetinagaram
3. Divisional Engineer/Operation/Puttur

Respondents

Sri P.Murali, C/o P.Narayana Reddy resident of DNo: 7-68, Karvetinagaram Village, Post & Mandal Chittoor- Dist. herein called the complainant, in his complaint dt:17-4-2012 filed in the Forum on dt:17-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. The electrical lines on the bank of Chakalivanigunta are very close to the ground at a height of 7 feet creating fear of accidents.
2. Near Vinayaka swamy temple in east street one number pole in the middle of the road and requires shifting.

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

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/
Karvetinagaram in his written submission dt:24-4-2012 received in this office on
dt:28-4-2012 stated that:**

1. The loose lines at Chakalivanigunta village is rectified on 19-4-2012 by erection of one number in line pole.
2. The shifting of line at Raja street is not possible because if the pole is shifted the LT line passes over the houses of the street.

Findings of the Forum:

1. The grievances of the complainant comprises of two items one is rectification of loose lines and the other one is shifting of pole.
2. Both the items above are not part of specified items of the Guaranteed Standards of Performance.
3. However notices were served on the respondents for rectification.
4. The respondents raised the lines on the bank of Chakalivanigunta by erecting a middle pole on 19-4-2012 and hence resolved.
5. Regarding the second item of the grievance i.e. shifting of line along with pole in Raja street, the respondents reported that the pole cannot be shifted as the lines will pass over the houses, if the said shifting is done.
6. The contention of the respondents that the pole cannot be shifted is accepted in view of the reasons explained by them.

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

ORDER

“No separate order need to be issued”.

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 30th day of June 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.