

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

This the 12th day of November 2012

C.G.No:145/2012-13/ 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. Babu Saheb
C/o Chota Saheb
Gudlavari Kandriga
Balanganapalli Post
G.D.Nellore
Chittoor-Dist

Complainants

And

1. Assistant Engineer/Operation/Avalakonda
2. Assistant Divisional Engineer/Operation/Rurals-II/Chittoor
3. Divisional Engineer/Operation/Chittoor
4. Superintending Engineer/Operation/Tirupati

Respondents

Sri. Babu Saheb, C/o Chota Saheb residents of Gudlavari Kandriga, G.D.Nellore Mandal, Chittoor-Dist herein called the complainant, in his complaint dt:22-8-2012 filed in the Forum on dt:22-8-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is an agl. consumer with SCNo:1013 in his land at Pachigunta Village of Gangadara Nellore Mandal in Chittoor –Dist.
2. The cables supplying electricity to his above service were burnt in four spans completely due to fire accidents in the night of 15-04-2012.

{PAGE }

C.G.No:145/2012-13/Tirupati Circle

3. Requested for renovation of fresh cables in place of the burnt ones.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Avalakonda in his written submissions dt:06-11-2012 received in this office on dt:31-08-2012 stated that

1. The burnt portion of LT cable wire was separated, now the consumer getting power to his bore well through the same cable wire.
2. The problem was rectified on 03-10-2012.

Findings of the Forum:

1. The Grievance of the complainant is about replacement of damaged LT cable supplying power to his agl. motor and requested for replacement of the burnt cable with healthy one.
2. It was reported that the cable was burnt to an extent of four spans due to fire accident in the middle of April 2012, but the complainant made the representation on 22-08-2012 i.e. after a lapse of four months.
3. The complainant produced a photograph of the burnt and it appears that it so happened due to intentional firing of the sugarcane crop lead to damage of the power cable.
4. However the respondents took initiative and replaced the damaged portion of the LT cable, restored supply to the service of the complainant on 03-10-2012 i.e. after 42 days of the complaint and thus the grievance is resolved.
5. The complainant neither claimed that he had earlier reported the matter to the respondents for replacement of the damaged burnt cable nor produced

{PAGE }

any evidence to that effect indicates that he kept silent for all the four months and brought the matter to the notice of the respondents through the Forum during Adalath.

6. AS such Forum feels that there is no deficiency of service on the part of the respondents and hence no compensation is awarded.

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

ORDER

The complainant is advised that he shall make a representation to the local officers of electricity herein the respondents 1 to 4 under acknowledgment before approaching the Forum for redressal of grievance.

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 12th day of November 2012.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Legal)	Member (C.A)	Member (Accounts)	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.

{PAGE }

Filename: Order.145
Directory: E:\CGRF Cases\Cases 2012-13\Tirupati\TPT 145
Template: C:\Documents and Settings\Administrator\Application
Data\Microsoft\Templates\Normal.dot
Title:
Subject:
Author: CGRF
Keywords:
Comments:
Creation Date: 17/08/12 10:14:00 AM
Change Number: 1,005
Last Saved On: 12/11/12 5:16:00 PM
Last Saved By: CGRF
Total Editing Time: 369 Minutes
Last Printed On: 23/11/13 5:49:00 PM
As of Last Complete Printing
Number of Pages: 3
Number of Words: 602 (approx.)
Number of Characters: 3,434 (approx.)