

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

This the 20th day of October 2012

C.G.No:157/2012-13/Ongole 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. U.Mallikarjuna Rao
C/o DYFI, District Joint Secretary,
DNo:7-124., Opp. to Govt. Junior College,
Cumbum Post and Mandal.,
Prakasam-Dist-523333.

Complainant

And

1. Assistant Engineer/Operation/Cumbum
2. Assistant Divisional Engineer/Operation/Cumbum
3. Divisional Engineer/Operation/Markapuram
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. U.Mallikarjuna Rao, C/o DYFI, District Joint Secretary, resident of DNo:7-124., Opp to Govt. Junior College, Cumbum Post and Mandal., Prakasam-Dist-523333. herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. The lines and transformers in the street from Kandulapuram centre to Selam veedhi were dismantled during formation of CC.roads in the area, but were not erected so far.

2. The transformer now existing in that area is giving frequent fuse troubles due to fuse failures resulting in damage to the house hold appliances.
3. Requested for erection of new transformer in that area.
4. At many places in the town lines are loose and hanging resulting in frequent interruptions and may cause accidents to the public passing by.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Cumbum in his written submission dt:28-9-2012 received in this office on dt:11-10-2012 stated that:

1. The estimate for shifting of two numbers dist. transformers and HT/LT line along the cement road from Lingareddy complex to SS-1 (College Road) Cumbum was already sanctioned for an amount of Rs 1,85,200/-.
2. The same was intimated to the R& B department for payment of the above said amount in his letters dt: 15-03-2012 and 23-09-2012.
3. He had inspected the SS-21 and found that the transformer was in good working condition and also he provided new earth wire and the problem is solved and hence there is no necessity of erection of additional DTR at college road.
4. He had rectified the loose spans and also provide the fencing to the SS-21 DTR in the college road.

Findings of the Forum:

1. The grievance of the complainant comprises of multiple items out of which the first one is about re-erection of lines and transformers removed at the time of formation of CC.roads in the street of Selam veedhi for which the respondents reported that they have prepared an estimate for an amount of Rs 18,05,200/- towards re-erection of the lines removed at the

request of the R&B department for formation of the roads, but the payments are awaited.

2. As such the contention of the complainants that the said work will be taken up only on receipt of the estimated amounts is in order.
3. The second item of the grievance is about erection of additional transformer in place of the existing one for its un healthiness resulted in damaging of several domestic appliances of the area, the respondents reported that the transformer is in good working condition and the earth wire is also rectified and there is no necessity of erection of additional transformer. Thus this item is also resolved.
4. For the third item of the grievance i.e. the rectification of loosely hanging lines, the respondents reported that the loose spans were rectified and fencing was also provided to the transformer in the college road having its structure number SS-21.
5. All the items of the grievance are not specified by the Guaranteed Standards of Performance, but however the grievances were resolved immediately after the receipt of the complaint by the respondents.
6. Regarding collection of amount Rs 185200/- towards re-erection of the lines in the area, the respondents should have taken up the work only upon receipt of the payments prior to the dismantlement of the lines.

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

ORDER

The respondents are directed that

1. They shall remind the R&B department repeatedly till such time the said amount of Rs 1,85,200/- is realized besides taking steps to maintain supply

to the consumers of the area as per the standards without giving scope for low voltage or interruptions.

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 20th day of October 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.