

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

This the 23rd day of February 2013

C.G.No:205/2012-13/Guntur Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Vacant

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

Between

Sri. Chinthala Swami & Others
Ward No: 5., Putta Bavi Street,
Gurajala Post & Mandal,
Guntur-Dist.522415.

Complainants

And

1. Assistant Engineer/Operation/Gurajala
2. Assistant Divisional Engineer/Operation/Gurajala
3. Divisional Engineer/Operation/Macherla
4. Superintending Engineer/Operation/Guntur

Respondents

Sri. Chinthala Swami & Others resident of Ward No: 5., Putta Bavi Street,
Gurajala Post & Mandal, Guntur-Dist.522415 herein called the complainants, in
their complaint dt:08-10-2012 filed in the Forum on dt:08-10-2012 under clause 5
(7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated
that

1. They are consumers of Puttabavi street, 5th ward of Gurajala Mandal in
Guntur Dist.
2. Certain poles of their area are damaged and certain poles are required
additionally for shifting of one number pole at Putta bavi centre and the
lines are to be straightened.

3. Requested to resolve the above problems

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

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/
Gurajala, in his written submission dt:18-02-2013 received in this office on
dt:18-02-2013 stated that:**

1. Loose lines were not available at the place mentioned.
2. Again the patrolling was arranged and the lines rectification completed.
3. New pole was erected at Anjaneya Swamy Temple for re orientation of the lines near Putta Bavi Centre in Gurajala and the work was completed by 16-10-2012.

Findings of the Forum:

1. The grievance of the complainants is that there are loose lines and damaged poles in their area and requested for their rectification.
2. The respondent-2 i.e. the ADE/Opn/Gurajala reported that there are no loose lines as stated by the complainant, but however patrolling was arranged and lines rectification was completed and also at an other place near Anjaneya Swamy Temple a new pole was erected for re-orientation of the lines for the same was obstructing the passage.
3. The grievances of the complainants are of general nature and not having any provisions of Guaranteed Standards of Performance.
4. However the respondents in the interest of the public took action and resolved the grievances within reasonable time.

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 23rd day of February 2013.

Sd/-
Member (Legal)

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.