

**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:216/2012-13/Vijavawada Circle

Present

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

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

Between

Sri Cherukuri Venugopal
C/o Chandramouli
DNo: 1-191., Guntupalli Village & Post,
Ibrahimpattam Mandal
Krishna-Dist-521241

Complainant

And

1. Assistant Engineer/Operation/Ibrahimpattam
2. Assistant Divisional Engineer/Operation/Ibrahimpattam
3. Divisional Engineer/Operation/Rurals/Vijayawada
4. Superintending Engineer/Operation/Vijayawada

Respondents

Sri Cherukuri Venugopal, C/o Chandramouli resident of DNo: 1-191., Guntupalli Village & Post, Ibrahimpattam Mandal Krishna-Dist-521241 herein called the complainant, in his complaint dt:09-10-2012 filed in the Forum on dt:09-10-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is a consumer from Guntupalli village of Ibrahimpattam mandal, Krishna-Dist.
2. The pending HTB(C) billing is to be solved.
3. Damaged poles are to be replaced.
4. Single phase lines to be converted to three phase.
5. For burnt and stuck up there shall be time limit.

6. Rainfall duration is to be taken into consideration in case of corporate agriculture.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Ibrahimpatnam in his written submission dt:11-02-2013 received in this office on dt:20-02-2013 stated that:

1. An estimate for replacement of short and damaged poles at Guntupalli village from NH-9 to Wagon work shop was sanctioned by higher authorities under sanction number 231/12-13.
2. The work will be completed after drawal of the material.

Findings of the Forum:

1. The grievance of the complainant is that he is a consumer from Guntupalli village of Ibrahimpatnam mandal in Krishna-Dist and there are problems of damaged poles requires replacement and also conversion of lines from single phase to three phase and also requested for consideration of rainfall for corporate agriculture.
2. The respondent-1 i.e. the AAE/Opn/Ibrahimpatnam in his reply stated that an estimate has been prepared and sanctioned for replacement of short and damaged poles at Guntupalli village from NH-9 to Wagon work shop and the work will be completed soon after drawal of the materials.
3. The respondents replied for the item-2 of the complaint which is also not of time bound nature and covered by the Guaranteed Standards of Performance, but however the respondents shall take action for replacement of the damaged/ short poles so as to maintain standard ground clearances at the earliest to avoid probable electrical accidents.
4. With regards to burnt and stuck up meters there is time period for the burnt meters and a burnt meter shall be replaced within 30 days from the date of its

complaint and after receipt of payment from the consumer when there is a fault on the consumer side.

5. In case of stuck meters, they shall be replaced by the respondents before next reading date from the date of its identification.
6. The items 1, 5 and 6 are not specific and clear and hence not attended by the respondents.

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

ORDER

The respondents are directed that they shall replaced the damaged /short poles as early as possible in order to avoid electrical accidents because of insufficient ground clearances to the lines and the respondents may have to own the responsibility in case of any accident took place on account of the above factor.

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.

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