

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

This the 16th day of February 2013

C.G.No:279/2012-13/ Tirupati Circle

Present

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

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

Between

Smt. B.Ramani
C/o B.Eswara Naidu
Bandakrindapalli Village,
Thurpupalli Post,
Penumuru Mandal
Chittoor-Dist-517126

Complainants

And

1. Assistant Engineer/Operation/Penumuru
2. Assistant Divisional Engineer/Rural-II/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor
4. Superintending Engineer/Operation/Tirupati

Respondents

Smt. B.Ramani , C/o B.Eswara Naidu resident of Bandakrindapalli Village, Thurpupalli Post, Penumuru Mandal Chittoor-Dist-517126 herein called the complainant, in her complaint dt:17-12-2012 filed in the Forum on dt: 17-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. She is a agl. consumer with service number:1012 at Bandakrindapalli village of Penumuru mandal in Chittoor-Dist.
2. She paid the necessary amounts of Rs.8505/- on 20-07-2009 for the above said new service.

{ PAGE }

C.G.No:279/2012-13/Tirupati Circle

3. The department has not provided the necessary poles and wires for his service above.
4. But he is paying the CC.Charges regularly upto 9/2012.
5. Requested for providing the necessary lines to his service above.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Penumuru, in his written submission dt:04-02-2013 received in this office on dt:06-02-13 stated that:

1. He was inspected the location, the line was existing for ASC No:1012 of Thurupalli distribution, But the consumer drilled another bore-well at another location.
2. The consumer asking new line for new bore-well at new location
3. The complaint may please be dropped.

Findings of the Forum:

1. The grievance of the complainant is that the licensee has not provided the necessary poles and wires for her new service for the payments made on 20-07-2009 already released and SCNo: assigned and the CC.cahrges also are being paid and requested for providing of the same.
2. The respondents for the above replied that they have already released service for the complainant for the payments made by her as mentioned above, but in fact the complainant dug a separate bore-well apart from the existing one and asking for the line for the new bore-well at new location and hence the complaint .is fit for drop.

{PAGE }

3. The licensee cannot provide lines at free of cost for locations shifted to the convenience of the consumer, and it is the responsibility of the consumer to pay the necessary service line charges for laying of lines to the requirement as per the field conditions
4. As such the consumer shall give a consent for paying of the necessary charges towards the proposed new location and has to pay the amounts according to the estimates.

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

ORDER

The complainant is advised that she may pay the necessary service line charges for laying of line for the proposed new location as she desires.

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 the 16th 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.

{ PAGE }

Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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C.G.No:279/2012-13/Tirupati Circle

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