

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

This the 15th day of February 2013

C.G.No:284/2012-13/ Tirupati Circle

Present

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

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

Between

Sri. Malapuri Janardhan
C/o Doraswamy
K.C.Palli Village & Post
Penumuru Mandal,
Chittoor-Dist-517126.

Complainants

And

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

Respondents

Sri. Malapuri Janardhan, C/o Doraswamy resident of K.C.Palli Village & Post Penumuru Mandal, Chittoor-Dist-517126 herein called the complainant, in his 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. He is resident of Bonthivanka Harizanawada under K.C.Palli and he is having one agl. service with SCNo: 829.
2. He paid the necessary amounts in 12-05-2009 and for extension of supply to his service it requires 2 numbers poles and wire.

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3. Requested to provide the necessary line.

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, if the consumer has pay necessary charges they will provide line of 120 mts for agl. Service for above consumer.
2. The complaint may please be dropped.

Findings of the Forum:

1. The grievance of the complainant is that he paid the necessary charges for his new agl. service in 05/2009, the service was also released and assigned SCNo as 829, but the necessary lines for about 2 spans are not laid for extension of supply to his service above.
2. The respondent-1 i.e. the AAE/Opn/Penumuru reported that he inspected the location and it requires erection of 120 mts of LT line for extension of supply to the complainants location and also the complainant had to pay the necessary service line charges for the said line.
3. Neither the complainant nor the respondent reported the reason for laying of such line as stated by the complainant, but simply mentioned that the complainant has to bear the cost of the line to be laid.
4. It is not understood how the service was released for such a long distance location without collecting the necessary amounts towards service lines in advance.

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5. It is the responsibility of the respondents to provide the necessary line to the complainant's service in accordance with the provisions given by the agl. services by the licensee and the respondents shall look into the matter in suitable angle and do the needful.

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

ORDER

The respondents are directed that they shall lay the suitable lines to the complainants service, if the said service was released under normal plan or some other where there is provision for extension of line or otherwise may collect the necessary amounts from the complainant towards the service lines.

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 15th 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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