

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

**This the 23<sup>rd</sup> day of March 2012**

**C.G.No:331/2012-13/Ongole Circle**

***Present***

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

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

***Between***

Sri. B.Subba Rao  
DNo:20-4-34  
Vishnu Priya Lodge Street  
Kandukuru Village, Post and Mandal  
Prakasam-Dist-523105

Complainant

***And***

1. Assistant Engineer/Operation/Town/Kandukuru
2. Assistant Divisional Engineer/Operation/Town/Kandukuru
3. Divisional Engineer/Operation/Kandukuru

Respondents

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Sri. B.Subba Rao, C/o Vardaiah resident of Vishnu Priya Lodge Street, DNo:20-4-34 Kandukuru Village, Post and Mandal Prakasam-Dist-523155 herein called the complainant, in his complaint dt:12-02-2013 filed in the Forum on dt: 12-02-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is a consumer of Nandavariveedi, 20<sup>th</sup> ward, Kandukur and his service number is 17306 for his house.
2. The pole No:02414A011200 existing in front of his house entrance is obstructing the entry into the house.

3. Requested to shift the pole to the site for which he is prepared to pay the necessary charges.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/ Town/ Kandukuru in his written submission dt:01-03-2013, received in this office on dt:19-03-2013 stated that:**

1. The consumer Sri B.Subba Rao has registered for Shifting of 1 No pole under SS-23, Kanigiri Road at CSC Kandukur Town with reference No:C00004 on Dated 02/03/2013.
2. The estimate is prepared and submitted to the higher authorities on 02-03-2013.
3. The estimate cost would be intimated to the consumer immediately after the Sanction and the work would be taken up after payment of the DD'S.

**Findings of the Forum:**

1. The grievance of the complainant is that one electrical pole opposite to his house entry is obstructing the passage and requested to shift the same to aside and he is prepared to pay the necessary charges towards the said shifting.
2. The respondent-1 i.e. the Assistant Engineer/Operation/Town/ Kandukuru in this regard reported that the necessary estimate towards shifting of the pole has been prepared and submitted to his higher authorities for sanction and the cost will be intimated to the consumer soon after the said sanction and the work will be taken up and on receipt of payment from the consumer.
3. The complainant besides paying the amount as per the estimate shall arrange for necessary way leave for erection of pole at the new location

at his own cost according to the clause No: 5.2.4 of General Terms and Conditions of Supply.

4. As such the respondents shall sanction the estimate and intimate the consumer not later by 31-03-2013.

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

**ORDER**

The respondents are directed that they shall intimate the consumer the amount payable towards the said shifting of pole not later by 31-03-2013.

The complainant is advised that he shall pay the necessary charges towards the said shifting as intimated by the respondents within further 15 days from the intimation and provide place for the erection of pole at new location and the necessary lines stringing at his own cost.

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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 23<sup>rd</sup> day of March 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.