

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

This the 28th day of March 2013

C.G.No:335/2012-13/Ongole Circle

Present

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

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

Between

Sri. Challa Venkata Subbaiah
C/o Peda Kondaiah
Veera Raghavuni Kota Village & Post,
Lingasamudram
Prakasam-Dist-523113

Complainant

And

1. Assistant Engineer/Operation/Lingasamudram
2. Assistant Divisional Engineer/Operation/Rurals/Kandukuru
3. Divisional Engineer/Operation/Kandukuru

Respondents

Sri. Challa Venkata Subbaiah, C/o Peda Kondaiah resident of Veera Raghavuni Kota Village & Post, Lingasamudram Prakasam-Dist-523113 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 an agl. consumer with SCNo: 486, Veeraragavuni Kota, Lingasamudram Mandal of Prakasam-Dist.
2. The line feeding his agl service above is sustaining frequent troubles and requires rectification.
3. Requested to rectify the line and provide quality supply

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

The respondent-1 i.e. the Assistant Engineer/Operation/Lingasamudram in his written submission dt:18-03-2013, received in this office on dt:25-03-2013 stated that:

1. The consumer Sri Challa Venkata Subbaiah, S/o Peda Kondaiah, VR.Kota Village, Agriculture SCNo:486 VR.Kota billing pending showing arrears of Rs.60/- to his service trouble in current supply in VR.Kota village in Lingasamudram section.
2. The Discrepancy in pending arrear agriculture bills for an amount of Rs.60/- he was not paid the agriculture bill Rs.60/- for the month 11/2012 it shows the arrears it explained to the consumer he paid the pending CC.bill.
3. The current line troubles of his service are rectified.

Findings of the Forum:

1. The grievance of the complainant is about interruptions in the agl. feeder of his service due to line problems and requested for its rectification and provide quality of supply.
2. Where as the respondents reported that the consumer is having arrears of RS.60/- against the said service for the month of 11/2012 as he did not pay and after convincing he paid the pending amount.
3. Regarding the line troubles the problem is rectified.
4. As such the grievance of the complainant is resolved.
5. The said complaint is not of an item covered by the Guaranteed Standards of Performance and hence will not attract the provisions of the same, but however the respondents rectified the fault within the reasonable time.

6. Though the complainant did not mention any thing about the pending arrears, the respondents brought the matter pendency at this juncture of the complaint which is not correct and they should not link up the arrears of meager quantity with the quality of the lines.

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

ORDER

The respondents shall maintain the lines and the transformers in good working condition in the interest of the consumers as well as the department as any loose lines or loose contact amounts to line losses.

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 28th 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.