

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

This the 28th day of March 2012

C.G.No:336/2012-13/Ongole Circle

Present

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

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

Between

Sri. Bathini Venkateswarlu
C/o Subba Rao
Sivalayam Street,
Kandukuru Post and Mandal
Prakasam-Dist-523155

Complainant

And

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

Respondents

Sri. Bathini Venkateswarlu, C/o Subba Rao resident of Sivalayam Street, Kandukuru 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 having one domestic service with SCNo: 15027 in Sivalayam street of Kandukuru village.
2. The service wire of his neighbour is passing through his premises and is at a very dangerously low level to the reach of children creating scar in the near by public.

3. The matter was reported to the electricity authorities several times upon which the officials erected a pole newly about one year back, but the wires are not shifted to.
4. Requested to shift the lines to the newly erected pole to maintain clearances.

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 and a copy marked to the complainant, received in this office on dt:20-03-2013 stated that:

1. He had inspected the complainant's service.
2. He had given 1 week notice to the neighbour of Sri Bathini Venkateswarlu on date 25-02-2013, he has immediately responded and brought new service wire and the same was given from another pole near his house.
3. On 27-02-2013 the consumer Sri Bathini Venkateswarlu has given his pleasure of removing the wire from his premises.

Findings of the Forum:

1. The grievance of the complainant is that the service wire of his neighbour's service was passing through his premises at a very dangerously low level to the reach of children and there is a possibility of accidents and requested to tag on the line on to the newly erected pole close to the service.
2. The respondent-1 i.e. the AE/Opn/Town/Kandukuru replied that the said service wire was damaged and the consumers concerned was given notice to provide new service wire within a week, in response to which the consumer provided new service wire which was tagged on to the near by

pole duly removing the damaged wire and hence the grievance is resolved within much reasonable time of 15 days from the date of the complaint.

3. It was also reported that the complainant expressed pleasure for the services rendered by the respondents.

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

ORDER

‘Since the grievance is resolved, no separate order need to be issued’.

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.