

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

On this the 30th day of March 2013

C.G.No: 348/2012-13/Guntur Circle

Present

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

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

Between

Sri. Rangisetty Chandrasekhar
Narayanapuram
Dachepally Post and Mandal
Guntur-Dist-522414

Petitioner

And

1. Assistant Engineer /Operation/Town/Dachepalli
2. Assistant Divisional Engineer/Operation/Dachepalli
3. Divisional Engineer/Operation/Macherla
4. Superintending Engineer/Operation/Guntur

Respondents

Sri. Rangisetty Chandrasekhar resident of Narayanapuram, Dachepally Post and Mandal, Guntur-Dist-522414 herein called the complainant, in his complaint dt:18-02-2013 filed in the Forum on dt:18-02-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. There is requirement of erection of 4 numbers poles and the wire in Vikas college street of Narayanapuram Village, Dachepalli mandal, Guntur-Dist.
2. requested to provide the same.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Dachepalli in his written submission dt:26-03-2013, received in this office on 28-03-2013 stated that:

1. The request of the consumer for providing 4 numbers new poles near Vikas college of Narayanapuram village was to eliminate the long barrels of the existing services to R.Chandra Sekhar.
2. The DC estimate for an amount of Rs.16,329/- was sanctioned by him on 03-03-2013 under capital nature, but duly collecting the amount from the consumers towards service line charges and intimated the same to consumers and the consumers have not paid the estimate cost.
3. The section officer has not taken up the work.

Findings of the Forum:

1. The grievance of the complainant is that there are certain service wires with long service barrel in his area requires erection of poles and lines to maintain clearances as per the standards and requested to provide the same.
2. The respondent-2 i.e. the ADE/Opn/Dachepalli duly accepting the long service barrels existing near by Vikas college of Narayanapuram had sanctioned an estimate for an amount of Rs.16,329/-, but stated that the said amount is to be collected from the consumers of the area.
3. It is the responsibility of the distribution officers to see that such services with long barrels shall not be released without providing necessary poles and lines to the standards, but in this case the services were already released without insisting upon for the extensions required at that time and hence insisting for the consumers to pay the same now is not appropriate and hence it is the responsibility of the

distribution officials to provide the necessary standard lines at the cost of the department.

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

ORDER

The respondents are directed that they

1. Shall provide necessary arrangements for keeping the lines tidy with clearances as per the standards at their own cost within 60 days from the date of issuance of this order.
2. Shall ensure that no service is released with long barrels beyond the permissible distance of 30.4 mts from the LT supply point to the consumer metering point in future.

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 30th 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.