

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

**This the 30<sup>th</sup> day of March 2013**

**C.G.No:361/2012-13/Guntur Circle**

***Present***

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

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

***Between***

Sri. Palagiri Jaya Raju  
DNo:27-2-12/3,  
Redla Bazar., B.C.Colony  
Tenali Post &Town  
Guntur-Dist-522201

Complainant

***And***

1. Assistant Engineer/Operation/D3/Tenali
2. Assistant Divisional Engineer/Operation/Town/Tenali
3. Divisional Engineer/Operation/Tenali
4. Superintending Engineer/Operation/Guntur

Respondents

\*\*\*

Sri. Palagiri Jaya Raju resident of DNo:27-2-12/3, Redla Bazar., B.C.Colony, Tenali Post &Town, Guntur-Dist-522201 herein called the complainant, in his complaint dt:12-03-2013 filed in the Forum on dt:12-03-2013 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 resident of B.C.Colony of Tenali town in Guntur district and one among 50 consumers suffering with different problems of electricity.
2. The lines on the transformer of their area was laid long back and are suffering with frequent troubles with interruption in power supply 3 to 4 times a day especially during storms and rains.

3. The matter was taken to the notice of Assistant Engineer/ Operation/D-3/Tenali for the past 6 months both in person as well as over phone, but he did not respond.
4. On 18-01-2013 they have represented the matter to the Divisional Engineer/Operation/tenali through a registered letter duly making copies to the Assistant Divisional Engineer/Operation/Tenali, Superintending Engineer/Operation/Guntur, Chief Engineer/ Operation/Vijayawada and the Chief Engineer/HRD/Tirupati and the same was acknowledged by the said officers on 19-01-2013, but there is no action either from the Divisional Engineer/Operation/ Tenali or any other officer so far.
5. The Electrical officers at Tenali are not caring for the representations of the complainants as they are habituated in accepting bribes.
6. The Divisional Engineer/Operation/Tenali did not even respond to the complainants letter and did not take any action against the erring Assistant Engineer and since the Divisional Engineer is safeguarding the Assistant Engineer,
7. Requested for replacement of the damaged wires and the transformer in their area and to take legal action against the Divisional Engineer.

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

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/ Town/Tenali in his written submission dt:21-03-2013, received in this office on 22-03-2013 stated that:**

1. The B.C.Colony, Burripalem road, Tenali existing in the outskirts of Tenali town was electrified long back duly erecting 1 No. 100 KVA distribution Transformer and LT lines with LT -AB cable to avoid any

possible theft of energy. Due to recent development in the past years the loads in the said B.C.Colony are increased. The existing LT-2 core cable is getting damaged due to over load causing interruptions to the consumers of that area. The existing 100 KVA distribution transformer in the BC.Colony is not over loaded.

2. The problem was represented by the consumers of the B.C.Colony and requested to provide LT conductors in place of the damaged LT cable. At the request of the consumers of that area an estimate was prepared and got sanctioned under improvements vide DR.No.T&D 91/2012-13 (T-2012-02-04-13-03-021) of the Superintending Engineer/Operation /Guntur for an amount of Rs.264940/- for replacement of LT AB cable with 6.5km of AAA conductor 20 Nos intermediate 8.0 meters PSCC poles are also proposed in the LT lines to avoid loose spans. Work order for execution of the work of providing of intermediate poles and replacement of AB cable with AAA conductor in the BC colony , Burripalem road, D3 section, Tenali was also taken and some the materials drawn.

**The respondent-3 i.e. the Divisional Engineer/Operation/Tenali in his written submission dt:21-03-2013, received in this office on 25-03-2013 stated that:**

1. On 19-01-2013, one representation was received from Sri. P.Jaya Raju, BC.Colony, Tenali stating that there are supply interruptions in their BC colony during heavy gale and rain and the matter was informed to the AE, D-3, Section, Sri K.N.Surendra Kumar and the Assistant Engineer replies that he will rectify the lines but action was not taken. Based on the representation, report called from the Assistant Engineer/D-3/Tenali on 22-01-2013. The AE reported that the consumer complained on

04-01-2013 about the supply interruptions and the interruptions will be avoided by replacing the damaged AB cable and providing intermediate pole and the estimate is under process.

2. The BC colony, Burripalem road, Tenali existing in town outskirts was electrified long back by erecting 1 No. 100 KVA distribution transformer and the LT lines with LT AB cable with long spans. Later the area was developed and the loads in the B.C.colony are also increased and the existing LT cable is getting damaged during heavy gale and rain and interruptions occurred. The distribution transformer's not over loaded.
3. The AE/D-3/tenali for replacement of damaged poles and for providing of 20mts middle poles and the estimate was sanctioned for Rs.264,940/- vide DRNo:T&D. 91/2012-13. The work order was taken and material are also drawn and poles transported for erection. The work will be completed within 10 days and after completion of the work, the interruptions will be avoided.
4. The allegations of Sri P.Jayaraju that no action has been taken by the DE on his representation is not correct and the subject was constantly pursued and a letter will be addressed to the consumer after completion of the work. Further it is to submit that no specific complaint has been received on Sri. K.N.Surendra Kumar, Assistant Engineer, D-3, regarding corruption as mentioned by the complainant, and if any complaint received action will be proposed based on the records. The allegation that the consumer complaints are not attending by the Assistant Engineer/D-3, Assistant Divisional Engineer/Town and Divisional Electrical Engineer/Operation/Tenali is not correct, this

division conducting consumer grievances meeting on 10<sup>th</sup> of every month regularly and no. of consumer complaints are solved.

**The respondent-1 i.e. the Assistant Engineer/Operation/D-3/Tenali in his written submission dt:Nil, received in this office on 26-03-2013 stated that:**

1. The complainant has reported to me on 04-01-2013 regarding frequent interruptions at Redla Bazar, BC.Colony, tenali. After that he had inspected the said location of SS-215, tenali, 100KVA distribution transformer and observed that there is no over load, but there is damaged LT-2 core cable which was due to increasing loads in the recent years. Actually, as the said location is in the outskirts to the Tenali town, the total LT lines were laid previously with LT-2 core cable to avoid theft of energy. Due to the increasing loads the LT-2 core cable was damaged and causing interruptions to the consumers.
2. He has concluded that the existing LT-2 core cable must be replaced with LT 3Q 5W line duly proposing some middle poles. For this he had prepared an estimate for replacement & conversion of damaged 2x16 +25sq.mm Lt AB cable line with 34 sq.mm AAAC at SS 215, tenali, B.C.Colony of D-3 section, Tenali vide WBS element No: T-2012-02-04-13-03-021 on 19-01-2013 and it was also got sanctioned vide sanction No: DR.NO.T&D 91/2012-13 by the SE/Opn/Guntur for an amount of Rs.2,64,940/-. He had also taken a work order and some material were also drawn.
3. The work is under process and the total work will be also completed within a soon time.

**Findings of the Forum:**

1. The grievance of the complainant is that he along with 50 other families residing at BC.Colony Tenali are suffering with frequent interruptions in power supply due to the aging of the lines and the transformer of their area and the departmental officials at Tenali are not taking any action for rectification of the same though represented several times the facts in writing right from the AE to the CE concerned as they are all habituated in collecting bribes and not caring for the representations of the consumers. Requested for rectification of the lines and the transformes besides taking action against the erring officials.
2. The respondent-2 i.e. the ADE/OPn/Tenali stated that the said area is a BC colony in Burripalem road of Tenali town existing in the outskirts and was electrified long back through one number 100KVA distribution transformer and the lines with LT AB cable to avoid possible theft of energy.
3. Due to load growth in the recent the 2 core LT cable is getting damaged due to over loading and causing interruptions in that area, but the transformer being 100 KVA is not overloaded.
4. The problem was represented by the consumers of the area and requested for replacement of the existing AB cable with LT conductors and an estimate was prepared and got sanctioned under improvements to that effect from the SE/Opn/Guntur for an amount of Rs.2,64,940/-towards replacement of the cable with 6.5Km of AAA conductor and 20 numbers 8 mts poles for providing intermittently to avoid loose spans.
5. The work order was also taken and some materials drawn. The work is under execution and will be completed shortly.

6. The respondent -3 i.e. the DE/Opn/tenali while reiterating the items mentioned by the respondent-2 additionally stated that he is organizing consumer meets on 10<sup>th</sup> of every month regularly and number of complaints are resolved through that. In connection with the corruption charges against the AE/D-3/Tenali K.N.Surendra Kumar there is no specific complaint so far and if any such complaint is received in future action deemed fit will be initiated.
7. The said work of rectifying the lines by replacement of the cable with conductor will be done within 10 days.
8. The respondent-1 i.e. the AE/Opn/D-3/Tenali also putforth similar points as laid above, but specifically mentioned that the proposal is by replacing the 2 core cable with LT-3 phase 5 wire line i.e. with 34 sq mm AAA conductor.
9. The respondent -4 i.e. the SE/Opn/Guntur did not respond to the Forum notice in the matter which is not acceptable as he is the authority to arrange for issuance of required materials in full shape for completion of the said work to resolve the grievance of a set of people of the back ward colony which indicates his carelessness towards the grievance of the complainants and leads to strengthen the comment of the complainant that the officials having habituated in collection of bribes from the needy consumers are collectively neglecting the genuine grievances of the consumers and are supporting one another to protect themselves from the aggrieved consumers.
10. As such the complaint was accepted by the respondents much earlier in 2010 itself, but the officials have not taken any action till 2013 January

i.e. even after lapse of 1 ½ years period which is quite a negligence of the respondents to the consumers grievances.

11. From the depositions of all the respondents the said work shall be completed not later by 30-04-2013.

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

**ORDER**

The respondents are directed that

1. The said work of replacing the damaged cable with the proposed conductor duly erecting the necessary poles intermittently as proposed not later by 30-04-2013.
2. The compliance shall be reported on the item-1 above not later by 10-04-2013.

The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with the item-1 of the order above.

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 30<sup>th</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.