

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

This the 24th day of August 2012

C.G.No:95/2012-13/ Tirupati Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy

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

Between

Sri. K.Sreenivasa Kumar., Ex- surpanch
S/o Late Doraswami Naidu
Yerracheruvupalli (Village),
Puthalapattu (Post & Mandal),
Chittoor-Dist

Complainants

And

1. Assistant Engineer/Operation/Puthalapattu
2. Assistant Divisional Engineer/Operation/Rurals-II/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. K.Sreenivasa Kumar., Ex- Surpanch, S/o Late Doraswami Naidu resident of Yerracheruvupalli (Village), Puthalapattu (Post & Mandal), Chittoor-Dist herein called the complainants, in his complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. The service lines at Yerracheruvupalle are at very low level in the road wherein the RTC buses passes through and also in the village the wires are laid across the houses.
2. Requested for rectification of the lines and resolve the problems.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submissions dt:18-6-2012 received in this office on dt:23-08-2012 stated that

1. He inspected the village and the loose lines are rectified for providing of separate street light line, the consumer and the panchayats not willing to bear the cost of the line charges and security deposits.

Findings of the Forum:

1. The grievance of the complainant is that there are low lying lines in and across the roads of Yerracheruvupalle and Kondareddykandriga. where in the buses passé by and requested for rectification.
2. The respondent reported that the loose lines are rectified in the said villages.
3. For providing of separate street light line the consumer and panchayat are not willing to bear the cost of the line and the security deposits.
4. The contention of the respondent that the panchayat or the consumer has to bear the cost of the estimate towards providing of separate street light is accepted, but it is not understood how the matter come up at a later date when it was not at all mentioned in the complaint.
5. Since the grievance is resolved by rectification of the lines by the respondents immediately after the complaint there is no deficiency of service on the part of the respondents.

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

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ORDER

“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 this the 24th day of August 2012.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

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.

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