

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

This the 15th day of February 2013

C.G.No:285/2012-13/ Tirupati Circle

Present

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

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

Between

Sri. Attuluri Kamarajulu
C/o A.Chengalrayalu
E.Kothuru Village
Penumuru Post & Mandal,
Chittoor-Dist-517126.

Complainants

And

1. Assistant Engineer/Operation/Penumuru
2. Assistant Divisional Engineer/Operation/Rurals-2/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor
4. Superintending Engineer/Operation/Tirupati

Respondents

Sri. Attuluri Kamarajulu, C/o A.Chengalrayalu resident of E.Kothuru Village Penumuru Post & Mandal, Chittoor-Dist-517126 herein called the complainant, in his complaint dt: 17-12-2012 filed in the Forum on dt: 17-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an agl. consumer with SCNo: 714 at E.Kothuru village of Penumuru mandal in Chittoor-Dist and he is paying the CC.Charges regularly for the above.

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2. There is no electrical line to his service above and requires erection of line from the transformer duly laying poles suitably.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Penumuru, in his written submission dt:04-02-2013 received in this office on dt:06-02-13 stated that:

1. He was inspected the location, if the consumer has pay necessary charges they will provide line of 120 mts for the agl. Service for above consumer.
2. The complaint may please be dropped.

Findings of the Forum:

1. The grievance of the complainant is that he is having an agl. service with SCNo:714 assigned and he is paying the C.C.Charges regularly, but his service above is not provided with LT line and requested to provide the same right from the transformer duly laying the required poles.
2. The respondent-1 i.e. the AE/Opn/Penumur in his reply stated that he had inspected the location and noticed that there is a requirement of providing line for about 120 mts for the said agl. service, but the cost of the line is to be born by the complainant himself.
3. Neither the complainant nor the respondent reported the reason for laying of such line as stated by the complainant, but simply mentioned that the complainant has to bear the cost of the line to be laid.

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4. It is not understood how the service was released for such a long distance location without collecting the necessary amounts towards service lines in advance.
5. It is the responsibility of the respondents to provide the necessary line to the complainant's service in accordance with the provisions given by the agl. services by the licensee and the respondents shall look into the matter in suitable angle and do the needful.

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

ORDER

The respondents are directed that they shall lay the suitable lines to the complainants service, if the said service was released under normal plan or some other where there is provision for extension of line or otherwise may collect the necessary amounts from the complainant towards the service lines.

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 15th day of February 2013

Sd/-
Member (Legal)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

To

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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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