

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

On this the 17th day of May 2013

In C.G.No:02/ 2013-14/ Guntur Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri A. Sateesh Kumar

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

Between

Sri. Narra Nageswara Rao
DNo:6-5-64 5/1,
Arundalpet Village and Post
Guntur-City
Guntur-Dist-522002

Complainant

And

1. Assistant Engineer/Operation/D-1/Guntur
2. Assistant Divisional Engineer/Operation/Town-1/Guntur.
3. Divisional Engineer/Operation/Town-1/Guntur
4. Superintending Engineer/Operation/Guntur

Respondents

Sri. Narra Nageswara Rao resident of DNo:6-5-64 5/1, Arundalpet Village and Post, Guntur-City, Guntur-Dist-522002. herein called the complainant, in his complaint dt:09-04-2013 filed in the Forum on dt:09-04-2013 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 resident of Door No:6-5-64, 5th line first cross, Arundalpet, Guntur.
2. On either sides i.e. the south and the west of his house above the 11KV and LT lines are passing very close to the walls of his house especially on the south side the clearance is much less.

3. They have planed construction on the south side and requested the AE to shift the lines.
4. He had paid the estimated amount of Rs.9950/- in the form of DDs along with the application on 29-12-2012 in the office of the DE/Opn/Town-1/APSPDCL/Guntur.
5. On 13-01-2013 three lines on the south side of his house only were shifted leaving the other line much close to his house wall saying that it will be done at a later date.
6. From that day onwards he requested several times the respondents to finish the balance work, but they have continued postponing.
7. Because of the said lines at the time of construction of their house, the work man suffered twice due to electrical accidents and they were hospitalized due to hands burnt.
8. From that day onwards the workers are afraid of their lives to work at that place and reluctant to continue the work.
9. Requested to direct the respondents finish the balance work so as to enable their construction.

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

The respondents 2 and 3 i.e. the Assistant Divisional Engineer/ Operation/Town-1/ Guntur, and Divisional Engineer/ Operation/ Town-1/ Guntur in their similar written submissions dt:19-04-2013, received in this office on 23-04-2013 stated that:

1. Sri Narra Rajendra, S/o Nageswara Rao of 5/1 Arundalpet, Guntu has approached AAE/D-1 Section/Guntur for shifting of lines which are obstructing newly constructing building.

2. Accordingly an estimate was prepared by AAE/Opn/D-1/Guntur and submitted to the office of ADE/Town-1/Guntur.
3. The proposal is sanctioned by this office vide ADR.DC.No:02/2012-13 with WBS.No. d-2012-02-01-11-02-006 for an amount of Rs.9,950/-.
4. The consumer paid an amount of Rs.9950/-n vide DDNo:174115. The work is executed on the one side of the new building as reported by the consumer.
5. The site is inspected by DEE/O/Town-1/Guntur along with ADE/Opn/Town-I/Guntur & AAE/O/D-1/Guntur on 17-04-2013 and found that other side work cannot executed due to not eligible as per field conditions. Already 1No. side arm with strut of 5' is available on the non executed side of building.
6. To get clearance from building one no pole is to be provided which is not shown in the already sanctioned estimate and the same is appraised to consumer. Further the consumer agreed to the field conditions and given consent letter for erection of one pole.

Findings of the Forum

1. The grievance of the complainant is that the departmental officials are delaying the shifting of the lines resulting in hamper of his construction works though he paid the required charges as per the estimate.
2. The respondents 2 and 3 reported that
 - i. the necessary estimate for the said work of shifting of lines was sanctioned for an amount of Rs.9950/- and the consumer paid the same through DD number 174155 and the part of work on one side of building was executed.

- ii. The DE/Operation/Guntur i.e. the respondent-3 inspected the site on 17-04-2013 and found that the said balance work could not be executed due to non eligibility as per field conditions.
 - iii. Already one number side arm with strut of 5 feet is available on the non-executed side of the building.
 - iv. To get clearance from building one number pole is to be provided which is not shown in the already sanctioned estimate and the same was appraised to the consumer who further agreed and given consent letter for erection of the required pole.
3. The complainant in his letter dt:19-04-2013 stated that he rendered his consent letter duly convincing with the proposal of the respondents and to bear the charges for the revised work.
 4. Though the complainant without having proper knowledge of the works mistook the attitude of the respondents made the complaint in the Forum at first, have realized the facts upon hearing their arguments and accepted to pay the balance amount of estimate based upon the field conditions.
 5. Hence it is felt by the Forum that the complainant took hasty decision and approached the Forum and also the issue is settled with the understanding of the both the parties and hence the Forum need not further interfere in the matter.

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

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 Vidyt 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 17th day of May 2013.

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.