

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

On this, the 21st day of September 2013

In C.G.No: 112/ 2013-14/ Ongole Circle

Present

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

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

Between

Sri. Sk. Rasool & Others
Door.No. 6-369, 6th Ward,
Pamuru village and post,
Pamuru Mandal,
Prakasam-Dist-523240

Complainant

And

1. Assistant Engineer/Operation/ Pamuru
2. Assistant Divisional Engineer/Operation/ Rural/Pamuru
3. Divisional Engineer/Operation/Kanigiri
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. Sk. Rasool & Others Door.No. 6-369, 6th Ward, Pamuru village and post, Pamuru Mandal, Prakasam-Dist-523240, herein called the complainant, in their complaint dt: 04-07-2013 filed in the Forum on dt: 08-07-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 had stated that

1. They are residents of 6th ward, Pamuru Village and Mandal in Prakasam-Dist.
2. One number 11KV line was passing besides the house of the complainant and the pole is damaged and ready to fell down as its bottom is completely damaged and requires replacement with new one.

3. For the past 6 to 7 months they are visiting the office of the AE concerned duly submitting a mass representation, but the AE did not take any action.
4. The said pole is in such a dangerous condition that it swings responding to gales and creating fear of causing accidents. They have expressed their willingness to bear the cost of the estimate required for the said replacement, but still the AE did not respond.
5. Requested to order the AE to replace the pole and save the lives of the local.

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

The respondent-1, i.e. the Assistant Engineer/Operation/ Pamuru in his written submissions dt: 17-07- 2013, received in this office on 22-07-2013 stated that:

1. Sri. Sk. Rasool Resident of Pamuru came to Pamuru section office and intimated to replace the damaged 11kv pole. I and our staff went to the spot and observed the condition of the pole and observed it is in damaged condition. At the time of replacement of the pole surrounding people objected not to replace the pole. The matter was informed to Sk. Rasool then he was silent.
2. To solve the problem recently 4Feet cement coping was done to the damaged pole with the consent of surrounding people and Sri. Sk. Rasool.

The respondent-2, i.e. the Assistant Divisional Engineer/Operation/ Rural/Pamuru in his written submissions dt: 18-07-2013, received in this office on 19-07-2013 stated that:

1. Sk. Rasool S/o Khajavali of Pamuru it is proposed to replace the damaged pole duly erecting new pole besides the damaged pole. But the surrounding people not agreed to do so.
2. For solving the problem coping provided to the pole with cement concreting dul digging 1 feet below the ground level and 3 feet above the ground level. The same was shown to the complainant and he satisfied with the work.

Findings of the Forum

1. The grievance of the complainants is that a pole in the 11KV line passing through the residential area is damaged at the bottom and creating fear of probable accidents by collapsing as it was swinging even to the winds and requested to replace the pole with a new one to safe guard the lives of the local people for which they are prepared to bear the cost of the said replacement.
2. The respondents 1 and 2 i.e. the AE and the ADE, Operation replied that upon the complaint from the said complainant SK.Rasool at the section office about the replacement of the damaged pole in the 11KV line, the respondent-1 along with his staff went to the spot and observed the condition of the pole as damaged, but when tried for replacement the surrounding people objected not to replace the pole and the same was informed to the complainant who kept silent.
3. As an alternative remedy cement coping was done to a height of about 4 feet to the damaged pole with the consent of the complainant as well as the local people.
4. The complainant also in his un dated letter stated that he is satisfied with the rectification done by the AE without suffering others by

cooping the pole to a height of about 4 feet and hence there is no possibility of the said pole collapsing and hence is withdrawing his complaint.

5. The said item is not a specified part of the Guaranteed Standards of Performance, but however in the interest of the public safety and to avoid probable accidents the respondents were given notice and the respondents inturn took appropriate remedial action to the satisfaction of the complainant and the local people and resolved the grievance though the complainant at first attributed negligent attitude to the AE concerned later it came to light that the problem is with the local people restraining the replacement of the damaged pole might be due to place constraint and was accepted by the complainant also.
6. The complainant should have ascertain the proper reason and the bottle necks preventing the replacement of the damaged pole before leveling untruthful comments against the responsible officer of the licensee and shall take note that such comments shall not crop up in future.

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

ORDER

The respondents are directed that they shall identify such damaged poles/equipment by conducting periodical inspection of the lines and rectify the same intime suitably to avoid such public representations and probable accidents in the interest of the safety of the public as well as the equipment in future.

The complainant is warned to not to post such unrealistic complaint damaging the image of the officials of the licensee 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 this the 21st day of September 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 to the General Manager/ CSC/ Corporate office/ Tirupati for pursuance in this matter.