

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: 122/ 2013-14/Vijayawada 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. T.Venkateswarlu
S/o Togati Bhadrachiah
Ithavaram Village & Post,
Nandigama Mandal,
Krishna-Dist-521185

Complainant

And

1. Assistant Engineer/Operation/Nandigama
2. Assistant Divisional Engineer/Operation/Nandigama
3. Divisional Engineer/Construction/Vijayawada
4. Divisional Engineer/Operation/Rurals/Vijayawada
5. Superintending Engineer/Operation/Vijayawada

Respondents

Sri. T.Venkateswarlu, S/o Togati Bhadrachiah resident of Ithavaram Village & Post, Nandigama Mandal, Krishna-Dist-521185 herein called the complainant, in his complaint dt:05-08-2013 filed in the Forum on dt:05-08-2013 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 Ithavaram Village, Nandigama Mandal, in Krishna-Dist.
2. In his village about 6 years back besides the National High way certain poles of electricity were laid, but few poles were provided with lines leaving the balance idle.

3. The matter was reported to the AE, Nandigama replied that he is no way connected with the said problem and advised to put a letter to the Tirupati Office and accordingly the matter is referred.
4. Requested to provide the necessary lines on the empty poles.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Nandigama in his written submissions dt: 19-08-2013, received in this office on dt: 27-08-2013 stated that:

1. On 07-06-2013 the above consumer has made a complaint against the non stringing of conductor for three LT idle poles in Ithavaram distribution near ZPHS school. The same complaint was rectified on 12-08-2013 as per departmental standards.
2. On 07-06-2013 above leaning of 1 no. LT pole at Naidu, Venkata Krishna Rao in Ithavaram village. The same pole was learned to original position on 19-08-2013.
3. The Chairman Consumer Grievances Redressal Forum, Tirupati has issued a notice for rectification of consumer complaint launched by Sri. Togati. Venkateswarlu. In this regard it is submitted that the above complaint were rectified and intimated to complaint holder.
4. Hence it is requested to drop the notice has the complaints were rectified as per the departmental procedure.

Findings of the Forum:

1. The grievance of the complainant is that certain poles along the national high way are left idle in their village without providing lines since the last 6 years and was not attended for by the officers though represented

locally and finally requested the Forum to interfere and direct the officers to provide the lines.

2. The respondent-1 i.e. the AE/Opn/Nandigama replied that he had provided the necessary line by stringing conductor for three numbers idle poles near ZPHS school Ithavaram on 19-08-2013.
3. Though not covered by the complaint the respondent replied that one number LT pole found leaning near the house of N.Venkata Krishna Rao was made straight on 19-08-2013.
4. As could be seen from the enclosures submitted along with the complaint, the complainant along with 12 others in their representation dated 07-06-2013, acknowledged by the Assistant Engineer/Operation/Nandigama., the 1st Respondent ,on the same day, represented both the issues .
5. Neither the complainant, nor the respondents mentioned about the suffering on account of the said non providing of the lines and hence it cannot be viewed in the light of the Guaranteed Standards of Performance and hence any deficiency in the matter cannot be adjudged.
6. However the respondents took action and rectified the lines within reasonable period of 15 days from the date of the complaint and hence the Forum finds no deficiency of service on the part of the respondents in the matter.

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

ORDER

The respondents are directed that they shall conduct periodical checks on the lines and ensure their healthiness duly attending to rectification of any disorders

noticed during such inspections and maintain the lines neat and tidy confirming to the standards and see that such complaints will not come up 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 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.