

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: 29/ 2013-14/ Tirupati 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 Payani Chetty & Others
DNo:6-417/1
Bhagyamma Street Spet,
Chittoor-Post,
Chittoor
Chittoor-Dist-517001.

Complainant

And

1. Assistant Engineer/Operation/Rurals/Santhapeta
2. Assistant Divisional Engineer/Operation/Santhapeta
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri Payani Chetty & Others residents of Bhagyamma Street Santhapeta, Dno:6-417/1, Chittoor-Post, Chittoor, Chittoor-Dist-517001 herein called the complainants, in their complaint dt: 07-05-2013 filed in the Forum on dt:07-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is a resident of Santhapeta in Chittoor town and is a consumer with SCNo:1524 for his house and one among the consumers of the said area.

2. He obtained the service about 15 years back for his house situated in agl. fields far from the village and six more services also were released later.
3. He along with other consumers above made representation to provide the necessary lines and poles, but their requests were left unheard, but however the respondents erected one pole about two years back, but the line was not strung.
4. Requested to resolve their problem and shift the services to the pole.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Santhapeta in his written submission dt:22-08-2013 received in this office on 27-08-2013 stated that:

1. On 07-05-2013, the premises has been inspected by AE/O/Santhapeta and abserved that the services already released long back with 30 mts distance and a damaged PSCC pole was also erected in the premises for supporting service wires in the corner of roads.
2. For erection of new extenstion of LT.Line work (corner of roads) the consumer has requested to submit the consent letter for payment of LT.Line charges vide letter Dt:07-05-2013. Till to date the consumer has not produced the consent letter for payment of estimate charges.
3. Hence it is knidly requested to arrange to drop the above complaint please.

Findings of the Forum:

1. The grievance of the complainant is that he was one among those provided services for their houses away from the village about 15 years

back and not provided with standard lines with pole supports.
Requested to provide line on the pole already erected and left idle.

2. The respondent-2 i.e. the ADE/Opn/Chittoor replied that the said premises had got inspected by the AE/Opn/Santhapeta on 07-05-2013 and noticed that the said service was already released long back within 30 mts distance and a damaged PSCC pole was also erected in the premises to support the service wires in the road corner.
3. Since the service was released with 30mts service wire which is normal there is no fault with the respondents in release of the service, but it is understood that there is necessity of shifting of the line in view of the development of the area in the contention that the consumer has to bear the cost of such shifting is acceptable and hence the complainant is liable to pay such charges towards shifting duly rendering a consent letter in-advance to that effect. He was already give a notice of the same by the respondent-1 in his letter dt:07-05-2013 and the same was acknowledged by the complainant.
4. As such it is felt by the Forum that the said amount of shifting charges shall be met from the consumer side to make such alternative arrangements for the benefit of the consumer herein the complainant as it is an activity cropped up at a later date after release of the service.

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

ORDER

The complainant is advised that he shall bear and pay the cost of the shifting of the lines as estimated by the respondents and the former shall render a letter of consent to that effect in advance addressing the respondents, if he

desires to have such facility. He shall also make the necessary way leave for any rerouting of the line necessitated as per the requirement of the complainant at his own cost.

The respondents shall complete the said work within 30 days on receipt of necessary payment from the complainant.

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.