

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

On this the 12th day of August 2013

In C.G.No: 41/ 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. K.Changalraya Naidu
C/o Chinnabba
Ramapuram Village & Post
Gudipala Mandal
Chittoor-Dist-517571

Complainant

And

1. Assistant Engineer/Operation/Kothapalli
2. Assistant Divisional Engineer/Operation/Rural-3/Chittoor
3. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. K.Changalraya Naidu, C/o Chinnabba, Ramapuram Village & Post, Gudipala Mandal, Chittoor-Dist-517571, herein called the complainants, in his 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 an agl. consumer at Ramapuram village of Gudipala Mandal in Chittoor-Dist.
2. The cable wire providing supply to his agl. service above was burnt for 3 spans and requires replacement.

Order in CG.No. 41/2013-14/Tirupati Circle

3. Requested to provide healthy cable wire and restore supply to his service.

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

The respondent-1, i.e., the Assistant Engineer/Operation/Kothapalli in his written submission dt:17-05-2013, received in this office on 05-08-2013 stated that:

1. He had inspected the location of the complainant's service, procured the AB cable from the DE/Opn/Chittoor and the cable was replaced on 14-05-2013.

Findings of the Forum:

1. The grievance of the complainant is that the AB cable provided extent supply to his agl. service was burnt for about 3 spans and requires immediate replacement. Requested for the same.
2. The respondent-1 i.e. the AE/Opn/Kothapalli in his reply stated that he had replaced the damaged cable on 14-05-2013 duly inspecting the location and procuring the healthy cable.
3. Though the respondent mentioned that the replacement was done on 14-05-2013 itself and the letter was dt:17-05-2013 the said letter was received in the Forum on 05-08-2013 i.e. after a delay of about two and half months.
4. In accordance with the Guaranteed Standards of Performance the said work of replacement of over head lines is to be done within 24 hrs in rural areas otherwise which the consumer is to be compensated @ Rs.50/- in each case.
5. Here in this case the complaint was made on 07-05-2013 and the replacement of the cable was done 14-05-2013 i.e. beyond allowed

period of 24 hrs for which the respondents are liable to compensate the complainant by remitting an amount of Rs.50/- to the complainants service.

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

ORDER

The respondents are directed that they shall remit an amount of Rs.50/- to the consumer's service within 90 days from the date of this order and report compliance in further 7 days.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidut 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 12th day of August 2013.

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|-----------------------|---------------------|--------------------------|--------------------|
| Sd/- | Sd/- | Sd/- | Sd/- |
| Member (Legal) | Member (C.A) | Member (Accounts) | 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.