

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

On this the 25th day of July 2013

In C.G.No:51/ 2013-14/ Nellore Circle

Present

<i>Sri. K. Paul</i>	<i>Chairperson</i>
<i>Sri. A. Venugopal</i>	<i>Member (Accounts)</i>
<i>Sri. T. Rajeswara Rao</i>	<i>Member (Legal)</i>
<i>Sri. A. Sateesh Kumar</i>	<i>Member (Consumer Affairs)</i>

Between

Smt. M.Seethamma & Others Rosanuru Rajupalem Pellakur Post & Mandal, Nellore-Dist	Complainant
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And

1. Assistant Engineer/Operation/Town/Naidupeta 2. Assistant Divisional Engineer/Operation/Naidupeta 3. Divisional Engineer/Operation/Naidupeta	Respondents
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Smt. M.Seethamma & Others resident of Rosanuru Rajupalem, Pellakur Post & Mandal, Nellore-Dist herein called the complainant, in their complaint dt:08-05-2013 filed in the Forum on dt:08-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. They are agl. consumers of Rosanuru Rajupalem, Pellakur Mandal, in Nellore-Dist with SCNos:671, 672 and 673.
2. They are provided with services and poles also are laid for the services and the lines were not laid.
3. Requested to provide the necessary lines on the already existing poles.

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

The respondent-1 Assistant Engineer/Operation/Pellakur in his written submission dt:NIL, received in this office on 15-07-2013 stated that:

1. The said complainant has submitted his grievance regarding providing of new line and providing of handle to distribution transformer of SS-VI of 63KVA, distribution transformer at Rosanur village.
2. He inspected the premises of SS-6, 63KVA distribution transformer, (Krishnappa Kandriga thota) and observed that, the handle already exists and the consumer complaint against not providing of lines along with poles, but the consumer has not been ready to pay the necessary charges for providing of new poles and lines.
3. Whenever the consumer comes forward to pay the necessary estimate cost, the work will be taken up immediately.

Findings of the Forum:

1. The grievance of the complainants is that their agl. services were not provided with necessary LT. lines though poles were already laid and service numbers released and also the transformer feeding their services is not provided with operating handle.
2. The respondent-1 i.e. the AE/Opn/Pellakur reported that he had inspected the premises of the transformer SS-VI feeding the complainants services which is of 63KVA capacity and noticed that the operating handle is existing on the DTR and about non laying of lines to the complainants services the consumers have to pay the necessary charges for providing of poles and lines.
3. Whenever the consumers come forward to pay the necessary estimated amount the works will be taken up.

4. Though the complainant mentioned that the respondents did not provide lines on the poles already erected by them the respondents did not make a mention of whether the said poles are existing are not.
5. However it is felt by the Forum that the responsibility of laying of lines to the consumers services, for the services already released lies upon the respondents duly collecting the necessary service line charges before release of the services.
6. As such the respondents shall have to provide the necessary lines to the consumers at the cost of the department.

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

ORDER

The respondents are directed that

1. They shall provide the necessary lines as per the standards at free of cost within 30 days from the date of this order.
2. They shall report compliance in the item-1 above of the order within 45 days from the date of this order.

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 25th day of July 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.