

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:52/ 2013-14/ Nellore Circle

Present

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

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

Between

Sri. M.Nagaraju
Dno:1-182., CN.Peta,
Chembedu post., Pellakur mandal
Nellore-Dist-524126

Complainant

And

1. Assistant Engineer/Operation/Town/Naidupeta
2. Assistant Divisional Engineer/Operation/Naidupeta
3. Divisional Engineer/Operation/Naidupeta

Respondents

* * *

Sri. M.Nagaraju resident of Dno:1-182., CN.Peta, Chembedu post., Pellakur mandal, Nellore-Dist-524126 herein called the complainant, in his 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. He is an agl. consumer with SCNo:376 at C.N.Peta, of Pellukuru mandal in Nellore-Dist.
2. The line supplying his agl. supply above was collapsed on 20-04-2013 and requested for restoration of the same.

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 for re-erection of 1No. 25KVA DTR and damaged poles at CN.pet village in Pellakur (Mandal).
2. The poles and distribution transformer were damaged due to heavy gale and rain, delay in taken up the works for non availability of poles and now Re-erected the same and restore the supply on 18-05-2013.

Findings of the Forum:

1. The grievance of the complainant is that the lines feeding his agl. service were collapsed about 15 days back and were not restored. Requested for restoration of normalcy.
2. The respondent-1 i.e. the AE/Opn/Pellakuru replied that one number 25KVA DTR and poles were damaged due to heavy gale and rain and the delay in restoration of lines is due to non availability of poles and finally the supply was restored on 18-05-2013 duly erecting the poles.
3. In accordance with the Guaranteed Standards of Performance restoration of lines shall be done within 24hrs of its occurrence in rural areas. But in this case the incident occurred on 20-04-2013 and was restored on 18-05-2013 that to after the approach of the complainant to the Forum on 08-05-2013.
4. The respondents reply that the poles are not available shall not accepted in normal conditions, but herein this case since the damage occurred due to heavy gale. The conditions are exempted in accordance with the item-6 of the Regulation 7 of 2004 applicable in cases of Force Majeure conditions out of control due to natural calamities.

5. As such it is felt that there is no deficiency of service on the part of the respondents and hence no compensation need to be awarded.

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

ORDER

“No separate order need to be issued”.

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/-	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.