

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:53/ 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.Dhanunjaya Reddy
S/o Subbaraghava Reddy
Krishnappa Kandriga
Rosanur Rajupalem Post,
Pellakur Mandal,
Nellore-Dist

Complainant

And

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

Respondents

* * *

Sri. M.Dhanunjaya Reddy, S/o Subbaraghava Reddy resident of Krishnappa Kandriga, Rosanur Rajupalem Post, Pellakur Mandal, Nellore-Dist 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:04 and 12 at Krishnappa Kandriga of Rosanururajupalem of Pellakuru Mandal in Nellore-Dist.
2. The services above were released without providing necessary poles and lines and hence requested to provide the poles.

3. The transformer feeding their above service is over loaded.
4. Requested to take action.

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 complaint has submitted his grievance regarding over load of distribution transformer and providing of new poles at Krishnappa Kandriga Rosanur village of Pellakur section.
2. The consumer has comes under SS-I/63KVA distribution transformer Rosanur. The above said work was attended and provided on 25-05-2013 with 2 nos. 25KVA additional distribution transformers for rectification of low voltage and over load from old tranformer vide sanction No:WBS No:T-2012-04-06-11-04-018 and the second one is for the complaint regarding providing of new poles at Rosanur village, 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 works will be taken up immediately.

Findings of the Forum:

1. The grievance of the complainant is that he was provided with agl. services as he applied for, but the necessary poles and lines were not provided and requested to erect the suitable lines and also the transformer feeding his services above is over loaded and requested to take suitable action.
2. The respondent-1 i.e. the AE/Opn/Pellakur in his reply stated that the said consumer is fed from SS-1/ 63KVA DTR and also provided two

numbers 25KVA transformers additionally on 25-05-2013 to over come the overloading problem and regarding providing of new poles and lines to the consumer services, the consumer had to pay the necessary charges.

3. Whenever the consumer comes forward to pay the estimated cost the work will be taken up.
4. The complaint was made on 08-05-2013 and the problem of low voltage shall be resolved within 120 days from the date of the complaint i.e. by 05-09-2013, but where as in this case the respondents completed the job within 20 days well in advance.
5. The other point is providing of necessary line to the services already released.
6. It is the responsibility of the licensee to provide the necessary lines of standard nature by collecting necessary charges from the prospective consumers, but it is not done so in this case.
7. The respondents shall have to erect the lines atleast now to the standards by collecting the necessary charges from the complainants unless otherwise the said services were regularized while were being utilized unauthorisedly.

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

ORDER

The respondents are directed that they shall erect the lines to the standards and the suitability of field conditions duly collecting the full amount of estimate cost if the said services were regularized under unauthorized regularization scheme or otherwise shall collect only the ORC amount duly

allowing the other charges if the said services were released as per the priority list in 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.