

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: 78/ 2013-14/ Guntur 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. Lankireddy Iyyapu Reddy
C/o Sambu Reddy
Ramachandrapuram, Veerlapalem Post,
Mangalagiri Mandal,
Guntur-Dist-522305

Complainant

And

1. Assistant Engineer/Operation/Rurals/Mangalagiri
2. Assistant Divisional Engineer/Operation/Mangalagiri
3. Divisional Engineer/Operation/Town-2/Guntur
4. Superintending Engineer/Operation/Guntur

Respondents

* * *

Sri. Lankireddy Iyyapu Reddy, C/o Sambu Reddy resident of Ramachandrapuram, Veerlapalem Post, Mangalagiri Mandal, Guntur-Dist-522305 herein called the complainant, in his complaint dt:20-06-2013 filed in the Forum on dt:20-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an agl. consumer with SCNos:575 and 576 at Ramachandrapuram Village and Post of Mangalagiri Mandal in Guntur-Dist.

2. The electrical lines providing supply to their services above were washed away during the floods to Krishna River in the year 2009. The fields being encircled by the river branches.
3. Requested to provide new lines and restore supply.

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

The respondent-1 Assistant Engineer/Operation/Rurals/Mangalagiri in his written submission dt:23-07-2013, received in this office on 27-07-2013 stated that:

1. Representation was received from Sri.Lankireddy, Iyyapa Reddy, S/o Sambireddy of R.C.Puram Village through Forum of the redressal of consumer grievance on 20-06-2013 for replacement of damaged poles and line under SS-9, 50KVA of R.C.Puram village.
2. The honourable chairperson of the Forum has instructed to conduct inspection along with consumer to find out actualities and take necessary action. In obedience to the instructions the location was inspected jointly and observed that the total 09 Nos. poles and the conductor was totally damaged due to flood.
3. On dt:14-07-2013 the estimate for replacement of damaged poles and damaged conductor under SS-9 of R.C.Puram village was prepared and submitted to the higher authorities.

Findings of the Forum:

1. The grievance of the complainant is that the electrical lines providing supply to his agl. services were washed away during the floods in 2009 and not restored till the date of the complaint and requested to restore the lines.

2. The respondent-1 i.e. the AE/Opn/Rural/Mangalagiri in his reply stated that he had conducted joint inspection of the area with the consumer and observed that the said consumer's services were fed from SS-9, RC.Puram a 50KVA transformer and in the LT.Network 9 number poles and conductor was totally damaged due to flood. An estimate for replacement of the damaged poles and the conductor was prepared and is pending with higher authorities awaiting sanction. Soon on sanction the work will be taken up.
3. The said item being breakdowns in over head lines shall be restored within 24 hrs in rural areas under normal conditions. But in this case the damage is due to floods in natural calamity and hence reasonable time shall be allowed for re-erection of lines.
4. But the respondents did not take any action though there is a lapse of about three years period and they simply replied that the estimates are prepared and sanctions awaited which is an internal matter of the respondents and does not serve any purpose. The action is not upto the mark and needs acceleration to fulfill the requirement of the consumer.
5. As the matter is of long pending the respondents shall take immediate action and restore the lines within a month period.

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

ORDER

The respondents are directed that they shall restore the lines to the standards along with poles and other associated materials within 30 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 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 this the 12th day of August 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.