

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

On this the 28th day of October 2013

In C.G.No: 81/ 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. Akurathi Mohana rao
C/o Koteswara Rao
DNo:11-391/A., Old Mangalagiri,
Mangalagiri Post and Mandal
Guntur-Dist-522503

Complainant

And

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

Respondents

* * *

Sri. Akurathi Mohana rao, C/o Koteswara Rao resident of DNo:11-391/A., Old Mangalagiri, Mangalagiri Post and Mandal, Guntur-Dist-522503 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 a consumer with SCNo: 5394 under SS-68/A/1/3 and the above pole is damaged due to rust in the bottom and may collapse at any time.
2. Requested to replace the pole.

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

The respondent-1 Assistant Engineer/Operation/D-1/Mangalagiri and respondent-3 Divisional Engineer/Operation/Town-II/Guntur in his written submission dt:30-

09-2013 and 16-10-2013 received in the Forum on 01-10-2013, Dt:19-10-2013 stated that

1. Sri. Akurathi Mohana rao, S/o Koteswara Rao of Mangalagiri Town through Forum of the redressal of consumer grievances on 20-06-2013, for replacement of damaged pole No:68A/1/1/3, of Mangalagiri town.
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 existing iron pole No:68A/1/1/3 bottom was damaged.
3. On 25-07-2013 the estimate for replacment of damaged pole under SS-68 of mangalagiri town was prepared and submitted to the higher authorities for favour of necessary action.
4. The work will be taken up soon after the estimate got sanctioned and the work order was obtained.

The respondent above, in his further written submission dt: 30-09-2013, received in the Forum on 01-10-2013 stated that:

1. The said damaged pole at location number 68A/1/1/3 of Mangalagiri town was replaced with a new one on 25-09-2013.

Findings of the Forum:

1. The grievance of the complainant is that the pole on which his domestic service is tagged on is damaged in the bottom portion due to rust and may collapse at any time and requested to replace the same.
2. The respondent-1 i.e. the AE/Opn/D-1/Mangalagiri in his reply stated that he had prepared an estimate for replacement of the damaged pole under SS-68 Mangalagiri Town and the sanction is awaited. Soon after the sanction the work will be taken up.

3. The complaint was made on 20-06-2013 where as the respondent-I prepared the estimate on 25-07-2013 i.e. after about one month and the replacement of the damaged pole was done on 25-09-2013, ie within further 2 months. The total period taken for replacement of the damaged pole was 3 months from the date of the complaint which delay is much on high side.
4. Though not a specified item of the Guaranteed Standards of Performance, it is the responsibility of the licensee's officers to identify and replace such damaged equipment within reasonable time in the interest of the safety of the public as well as equipment.

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

ORDER

The respondents are directed that they shall act promptly on similar complaints if any received in future and try to rectify the defects if possible, or replace if necessary to safeguard the interest of the public as well as the licensee.

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 28th day of October 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 to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.